California Department of Public Health

Office of AIDS

ADAP Update for Stakeholders

March 23, 2017 NOTICE#21

Contact Information
ADAP Call Center Open 8 a.m. to 5 p.m. Monday through Friday Toll-Free Phone: (844) 421-7050 Fax: (844) 421-8008 Mailing Address: CDPH P.O. Box 997426 Mail Stop 7704 Sacramento, CA 95899
ADAP Enrollment System IT Support Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (844) 421-5091
Magellan Call Center Open 24 hours a day, 7 days a week. Toll-Free Phone: (800) 424-5906
Pool Administrators Inc. (PAi) Open 8.am to 5 p.m. Monday through Friday. Toll-Free Phone: (877) 495-0990

Updates

The California Department of Public Health (CDPH) is committed to providing excellent customer service to its ADAP clients. Thank you for your instrumental work to implement the process to ensure our clients are enrolled in the program and receiving life-saving medication.

ADAP Enrollment System Training

We have reminded enrollment workers they must attend the WebEx system training and complete the eLearning course in order to receive their username and password to access the ADAP Enrollment System. If enrollment workers have not registered for training, they can register for one of eight training sessions that will be held between March 24 and April 27, including optional Question and Answer sessions that will be held between March 28 and April 28. Enrollment workers who have not yet registered for training will receive WebEx invitations on March 24 for the April training sessions and optional Question and Answer sessions.

Enrollment workers have also been provided the phone number to call for enrollment system-related password reset or technical issues.

New Enrollment Worker Training

We have informed enrollment workers that individuals who work at a certified ADAP enrollment site can become certified ADAP enrollment workers by completing the New ADAP Enrollment Worker Training. Enrollment workers have received information about how to register for this training that will be conducted on April 12.

Reminder: March 31 Operating Hours

CDPH will be closed on Friday, March 31, in observance of the Cesar Chavez holiday. The Magellan call center, (800) 424-5906, operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy.

For More Information

Thank you for your partnership and commitment to the health and safety of Californians living with HIV. With your work, we seek to make sure all eligible ADAP clients get the life-saving medication they need. We welcome and value your feedback. Please contact your ADAP Advisor (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) with any suggestions, questions, or concerns.

Karen E. Mark, MD, PhD
Chief, Office of AIDS
Karen.Mark@cdph.ca.gov