



California Department of Public Health



Office of AIDS

# ADAP Update for Stakeholders

March 9, 2017, Notice #19

Contact Information
<p>ADAP Call Center</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 421-7050</p> <p><u>ADAP Fax:</u> (844) 421-8008</p> <p><u>OA-HIPP Fax:</u> (916) 440-5490</p> <p><u>Medicare Part D Fax:</u> (916) 440-5494</p> <p><u>Mailing Address:</u> CDPH P.O. Box 997426 Mail Stop 7704 Sacramento, CA 95899</p>
<p>ADAP Enrollment System IT Support</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 421-5091</p>
<p>Magellan Call Center</p> <p>Open 24 hours a day, 7 days a week</p> <p><u>Toll-Free Phone:</u> (800) 424-5906</p>
<p>Pool Administrators Inc. (PAi)</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (877) 495-0990</p>

## Updates

The California Department of Public Health (CDPH) is committed to providing excellent customer service to its ADAP clients. Thank you for all of your hard work ensuring clients receive their life-saving medication.

## Reminder: Contractor Update

Enrollment workers have been reminded that eligibility and enrollment services are handled by CDPH, effective March 6, 2017.

## New ADAP Forms

We have also reminded enrollment workers that updated ADAP forms and resources, including an English and Spanish ADAP application, are available on the ADAP webpage. These updated forms should be used immediately.

## ADAP Enrollment System Training

As mentioned in the March 1, 2017 Stakeholder Update, Notice #17, CDPH worked with a consulting firm to create a new ADAP enrollment system.

We will begin training enrollment workers on the new system during the week of March 20. They will receive WebEx invitations to attend one of six available training sessions. Completion of a training webinar is required in order for enrollment workers to receive their usernames and passwords to access the ADAP Enrollment System.

## For More Information

Thank you for your partnership and commitment to the health and safety of Californians living with HIV. With your assistance, we strive to ensure all eligible ADAP clients get the life-saving medication they need. We welcome and value your feedback. Please contact me with any suggestions, questions, or concerns.

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