



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

April 13, 2017 Notice #24

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 a.m. 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.

Notice of Breach Letter

On April 7, CDPH mailed a Notice of Data Breach letter to 93 ADAP clients. The letter notifies clients that on or about February 7, 2017, CDPH determined that some personal information, including personal health information, may have been improperly accessed via the A.J. Boggs enrollment portal. While the CDPH investigation is still ongoing, we want to inform clients of this potential breach. CDPH will provide these clients with additional details when the investigation is finalized. In order to help protect against the possibility of identity theft, CDPH is offering these clients free fraud detection and credit monitoring through February 26, 2018. Clients may call the ADAP call center at (844) 421-7050 for information on how to activate and use their fraud detection and credit monitoring services.

Discontinued A.J. Boggs Email Addresses

Please note that the following A.J. Boggs & Company email addresses were disabled on April 13:

- support@CAMEdAssist.org
- fax@CAMEdAssist.org
- appeals@CAMEdAssist.org
- claims@CAMEdAssist.org
- grievances@CAMEdAssist.org
- providers@CAMEdAssist.org

Please do not send information or documents to these email addresses. Enrollment worker and client emails that were sent to these addresses since the transition were redirected to ADAP.

Clarification Regarding Magellan Client Letters

In the April 6 Enrollment Worker Update, we noted that Magellan mailed letters to ADAP clients on March 31. To clarify, the client letters were *dated* March 22 and *mailed* on March 31.

Reminder: ADAP Enrollment System Onboarding

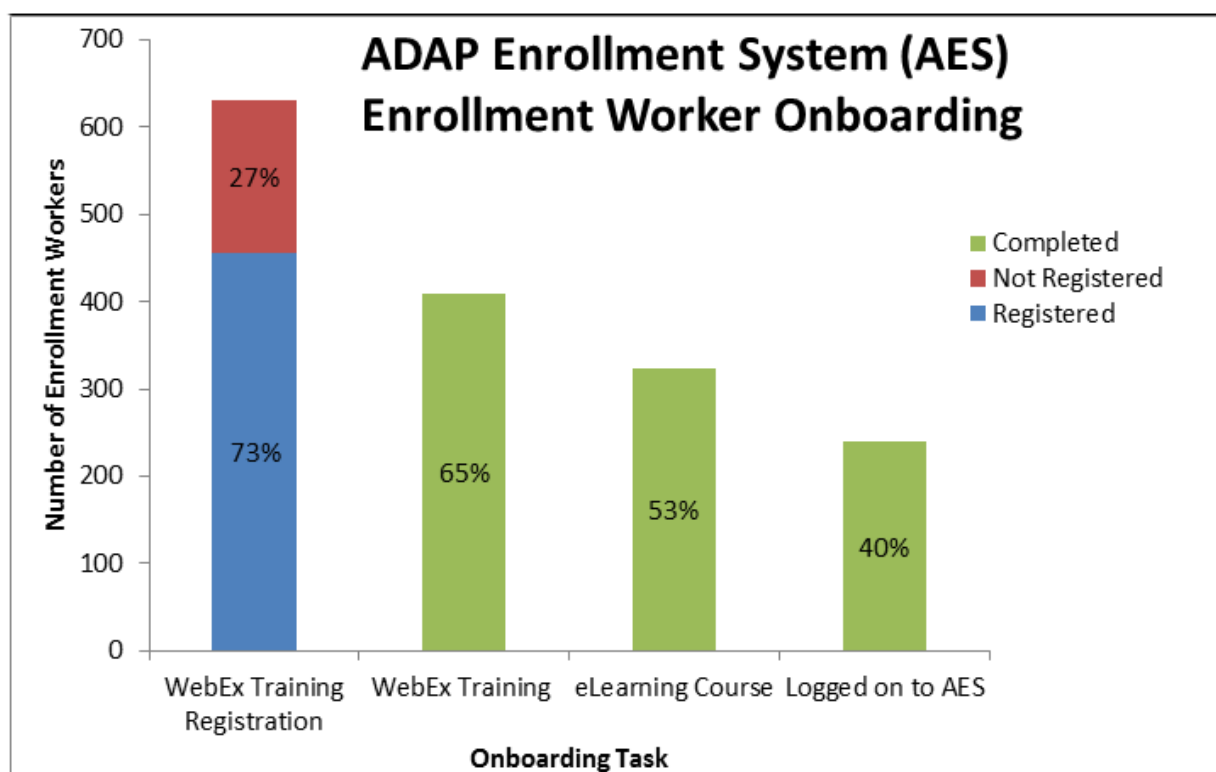
By May 5, all ADAP enrollment workers must complete the 1.5 hour WebEx training and self-paced eLearning course, receive their usernames and passwords, and log into the ADAP Enrollment System (AES).

If you have not registered for a training session, have an extenuating circumstance, or believe you cannot meet this requirement, please contact your [ADAP Advisor](#) (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) by April 28.

If you have not registered for a training session, you should have received WebEx training invitations on April 12 from Richard Neumann for the two remaining training sessions (also outlined below). The email invitations contain all the information you need to participate. If you have not received a WebEx training invitation, please email Richard Neumann at Richard.Neumann@cdph.ca.gov.

Date	Training	Time
April 19	System Training	10:00 a.m. - 11:30 a.m.
April 20	Q/A	10:00 a.m. - 11:00 a.m.
April 27	System Training	11:00 a.m. - 12:30 p.m.
April 28	Q/A	11:00 a.m. - 12:00 p.m.

Enrollment workers who have completed the WebEx training but have not completed the eLearning Course were sent an email reminding them that completion of the eLearning course is required. Richard Neumann sent the reminder email on April 12.



*As of April 12, 2017

Thank You

Thank you to all enrollment workers who are working toward completing the AES onboarding requirements. As shown in the graph below, as of April 12, 40 percent of ADAP enrollment workers have completed all onboarding requirements and logged on to AES.

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 with any suggestions, questions, or concerns.