



California Department of Public Health



Office of AIDS

# ADAP Update for Stakeholders

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 Data Breach Letter

We have informed enrollment workers that 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 ensure that clients are aware 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

We have informed enrollment workers that A.J. Boggs & Company email addresses were disabled on April 13. Enrollment worker and client emails that were sent to A.J. Boggs 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

We have reminded enrollment workers that unless there are extenuating circumstances, all ADAP enrollment workers must complete required trainings, receive usernames and passwords, and log on to the ADAP Enrollment System by May 5. Enrollment workers were reminded about upcoming trainings and asked to contact their [ADAP Advisors](#) ([https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA\\_adap\\_resourcespage.aspx](https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx)) by April 28 if extenuating circumstances prevent them from meeting this requirement.

## 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](https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx)) with any suggestions, questions, or concerns.

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