



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

April 21, 2017, NOTICE #25

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.

Enrollment Site Payment Allocation

We have informed enrollment workers that enrollment sites in contract with CDPH will receive payment based on their total ADAP caseload as of January 2017.

Eligibility Data Transfers

Effective April 20, the transfer of client eligibility data from the ADAP Enrollment System to Magellan occurs every 15 minutes between the hours of 8 a.m. and 6 p.m. PST, Monday through Friday.

ADAP Data Processing Center and Call Center

We have reminded enrollment workers to fax documents to the ADAP Data Processing Center at (844) 421-8008 and call the ADAP Call Center at (844) 421-7050 for any questions.

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 the upcoming training and asked to contact their [ADAP Advisors](#) (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) by April 28. As of April 19, 42 percent of ADAP enrollment workers have completed all onboarding requirements and logged on to the ADAP Enrollment System (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](#) (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) with any suggestions, questions, or concerns.

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