California Department of Public Health

Office of AIDS

ADAP Update for Enrollment Workers

April 27, 2017 Notice #26

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.

CDPH Website

On May 1, the CDPH Website will launch a new layout and look. The changes are designed to maximize user friendliness, enhance search capability, and to ensure compliance with the Americans with Disabilities Act. The new website will be accessible at www.cdph.ca.gov and CDPH's old website will still be accessible at http://archive.cdph.ca.gov. Documents will be migrated to the new website over time, and most ADAP forms and documents will not be migrated to the new website until after the launch of the new site. **On May 1, we will send all enrollment workers an email from CDPH Med Assist with the links to the main ADAP webpage and the locations of important documents for enrollment workers, such as ADAP forms.** We will provide the new link once the ADAP Website has moved.

New Assignments Rosters

The ADAP Advisor By Local Health Jurisdiction assignments list is updated. The Premium Payment Assistance Caseload Roster is also updated to include new assignments for OA-HIPP and Medicare Part D Premium Payment Program. Both rosters are attached for your reference, and we will include links to these documents in the email you will receive on Monday, May 1.

ADAP Enrollment System

The ADAP Enrollment System (AES) was initially developed with the minimum functionality needed to ensure clients had ongoing access to medications and health insurance. We are continuing to ensure that the AES can meet the full range of needs. Current efforts are aimed at ensuring that the AES can support efficient and timely collection and management of client eligibility, medication assistance, and insurance coverage information. Ultimately, ADAP also needs a system that can support ongoing monitoring, evaluation, and improvement of its programs.

The AES is being developed in stages, with releases of features and improvements every four weeks to support eligibility management, system navigation, data exchange, reporting, quality assurance, and data security. ADAP coordinates each release with training and outreach to ensure enrollment workers and other users are aware of changes and can correctly use any new features.

Past Releases

Changes to the AES in the first quarter of 2017 were designed to ensure basic ADAP enrollment functionality as well as re-establish all data transfer functions to the pharmacy benefits manager, Magellan, and the insurance/medical benefits manager, Pool Administrator's Incorporated (PAI). The design of the AES was heavily influenced by feedback and priorities provided to ADAP by enrollment workers prior to the transition to the current AES. These changes included:

- Ability to create and update ADAP client applications.
- Timely and efficient transfer of ADAP client information to Magellan and PAI.
- Data migration from A.J. Boggs and data cleaning.
- Smart logic to ensure data quality.

- User onboarding.

Current Priorities

The current priorities for releases during the second quarter of 2017 are to:

- Complete the exchange of information between the AES and Magellan and PAI. This will be accomplished the through timely and efficient transfer of information from these two systems back to the AES.
- Create features (e.g., application notes) allowing enrollment workers and ADAP Advisors to better communicate and assist clients.
- Add text notes that appear when a user moves their pointer (e.g., "hovers") over application fields to help users quickly find information about what should be entered in a field.
- Add additional smart logic to help users navigate the system and quickly correct errors.

Future Plans

In order to ensure that the AES meets program needs, OA is planning to work on the following features in the future:

- Display and track medication and insurance assistance information from Magellan and PAI in the AES.
- Workload and case management features.
- Application and claims processing for the Pre-Exposure Prophylaxis (PrEP) Assistance Program, which is planned to start in early 2018.
- User Surveys.
- Ongoing improvements to usability.

On April 25, you should have received an email from CDPH Med Assist informing you of AES functionality that will take effect today, April 27. A Job Aid was provided for your use and reference. The functionality includes:

- Ability to remove a Temporary Access Period.
- A View Client Profile Button.
- A checkbox for Undetectable Viral Load.
- Optional private insurance information that is pre-populated when enrollment workers select "No, my plan was terminated".
- An on-screen announcement message to distinguish the difference between the training environment and the production environment.
- An added dis-enroll status on the client profile screen for clients who were dis-enrolled by an ADAP Advisor.

All of the changes are reflected in the ADAP Enrollment System Job Aid (reattached). We will continue to inform enrollment workers in advance of new AES functionality being implemented.

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 26, 51 percent of ADAP enrollment workers have completed all of the onboarding requirements and logged on to AES.

If you have access to the AES, please conduct ADAP enrollment, re-enrollment, and recertification via the AES instead of faxing paper applications. When an ADAP application is submitted via the AES anytime between 8 a.m. and 6 p.m. Monday through Friday, the client will have access to his/her ADAP formulary prescriptions at the pharmacy in 15 minutes.

*As of April 26, 2017
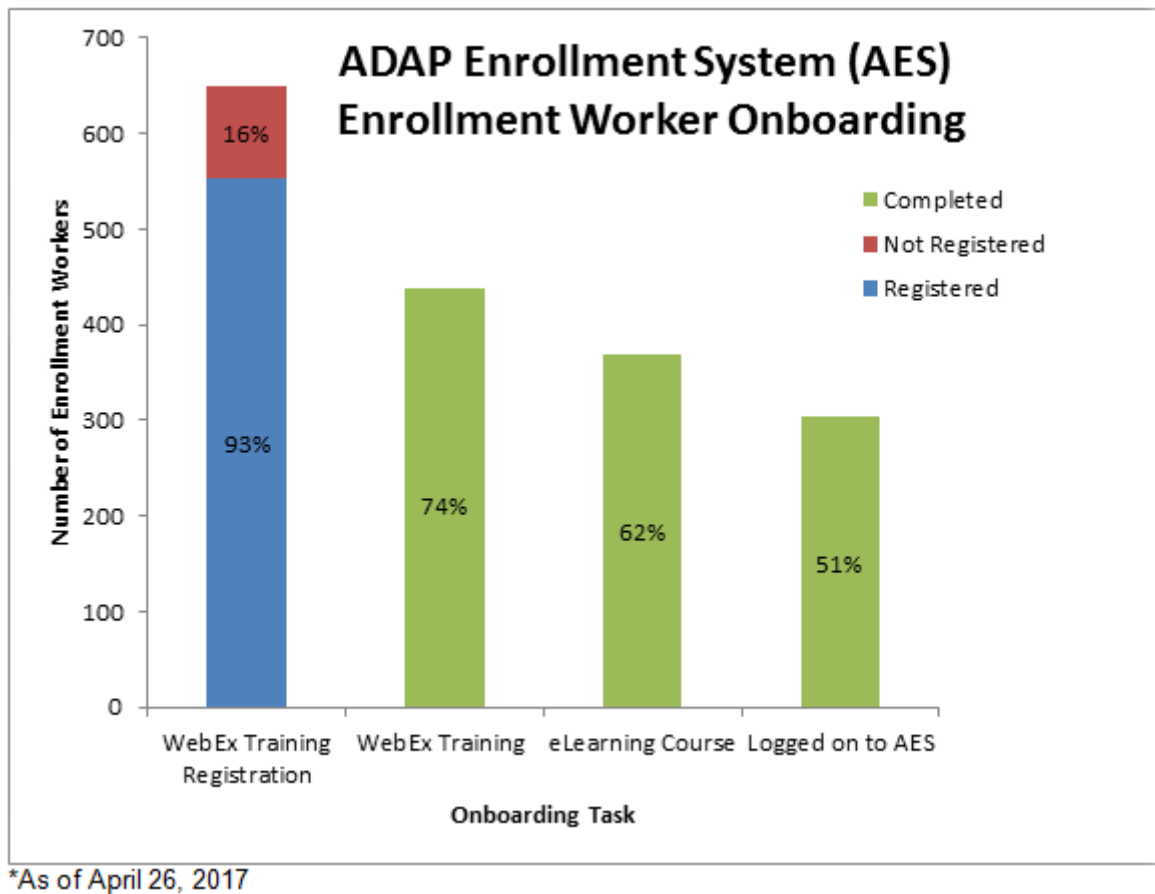
By May 5, all ADAP enrollment workers must complete the 1.5 hour WebEx training and self-paced eLearning course, receive their usernames and passwords, and log into the AES. If you have an extenuating circumstance, or believe you cannot meet this requirement, please contact your ADAP Advisor by **April 28** so that an alternative training session can be established.

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.