



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

May 12, Notice #28

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.

Client Mailing Addresses

As you are enrolling new clients or re-enrolling, recertifying, or updating established clients, please ensure that the client's current mailing address is on file. Current mailing addresses are critical for successfully mailing Self Verification Forms, annual re-enrollment postcards, Magellan ID cards, Pool Administrators Inc. ID cards, correspondence pertaining to medical out-of-pocket claims, and other client letters.

Client Eligibility

All client re-enrollment and recertification dates have been extended so that no client has an eligibility end date before July 1, 2017. Please be sure to re-enroll and recertify clients in a timely manner so their eligibility is extended.

Enrollment Worker Question & Answer Session

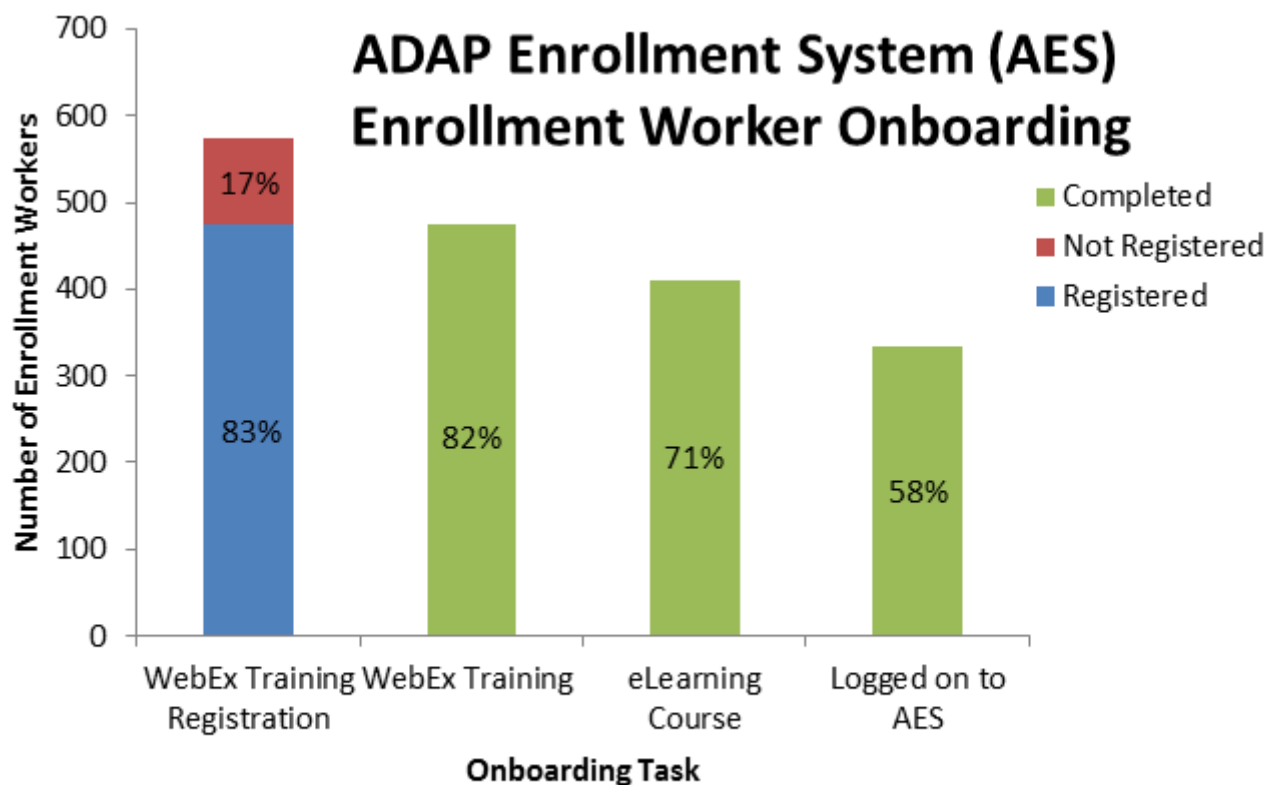
CDPH will conduct a Question and Answer session via WebEx on May 23 from 1:30 p.m. to 2:30 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the ADAP Enrollment System (AES). Although the session is optional, it is highly recommended that all enrollment workers attend so they are aware of AES updates and can correctly and efficiently navigate the system. By the end of this week, you will receive an email invitation for the session from Rebecca Zhu at Rebecca.Zhu@cdph.ca.gov

Magellan ID Cards

As outlined in ADAP Update 5/4/2017, Notice #27, Magellan began mailing new ID cards to ADAP clients on May 5. The mailings occur on a weekly basis in alphabetical order by client last name. The batch that will be mailed on May 12 includes clients within the last name range: Ang – Cop. We will continue to notify you of the last name range included in each weekly mailing.

Thank You

Thank you to all the enrollment workers who are working toward completing the AES onboarding requirements. As shown in the graph below, as of May 8, 58 percent of ADAP enrollment workers have completed all of the onboarding requirements and logged on to AES.



**As of May 8, 2017*

Enrollment workers who have completed the WebEx training, but have not completed the self-paced eLearning course, should have received an email from Rebecca Zhu at Rebecca.Zhu@cdph.ca.gov on May 10 reminding them to complete the eLearning Course.

Once the eLearning Course is complete, enrollment workers will receive their usernames and passwords and should log in to AES. In AES, enrollment workers can look up clients eligibility end dates, re-enrollment dates, SVF dates, and other eligibility information. Once enrollment workers have access to AES, they should conduct ADAP enrollment, re-enrollment, recertification, and client updates online.

If you have issues with your AES username and password, please contact Michael Yokoi at Michael.Yokoi@cdph.ca.gov for assistance.

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.