California Department of Public Health

Office of AIDS

ADAP Update for Stakeholders

May 19, 2017, NOTICE#29

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.

Client Eligibility

Enrollment workers have been reminded that all client re-enrollment and recertification dates have been extended so that no client has an eligibility end date before July 1, 2017. Clients whose birthdays or half-birthdays are in July will have eligibility that expires in July. By the end of May, the ADAP Enrollment System (AES) will have a new feature allowing enrollment workers to see a list of their active clients, client eligibility end dates, and clients whose eligibility has expired in the last 30 days.

Self-Verification Forms and Re-Enrollment Postcards

Enrollment workers have been reminded that by mid-May, CDPH will mail Self Verification Forms (SVFs) to clients with half birthdays in May, June, and July. By mid-May CDPH will mail annual re-enrollment postcards to clients whose birthdays are in May, June, and July, reminding them to meet with their enrollment workers as soon as possible.

Document Submission Requirements

Enrollment workers have been informed that effective June 1, all enrollment workers must submit ADAP applications and <u>all supporting documentation</u> for ADAP enrollment, re-enrollment, recertification, and updates via the ADAP Enrollment System (AES). The fax system will remain in place as a backup for technological emergencies and for enrollment workers who do not yet have access to the system.

ADAP Enrollment System Training

As of May 12, 83 percent of ADAP enrollment workers have completed training on AES and 59 percent have completed all onboarding requirements and logged on to the system.

All enrollment workers statewide must complete the AES training requirements by June 30 in order to maintain their ADAP enrollment worker status. By May 19, CDPH will email enrollment sites alerting them of enrollment workers at their sites who have not begun the AES onboarding process. CDPH needs to determine if these employees still work as ADAP enrollment workers and whether they need to be trained on AES.

Enrollment workers who have not completed the AES training must attend one of two training sessions offered in June. Enrollment workers have been informed of the dates and times of the training sessions and when to expect the training invitations.

Enrollment workers must complete the system training and the eLearning course, receive their user names and passwords, and log in to the AES by June 30 in order to remain ADAP enrollment workers.

ADAP Enrollment System Future Functionality and Programs

In order to ensure that the ADAP Enrollment System meets program needs, CDPH is currently working on the following future features:

- Case Notes: Enrollment workers will be able to add case notes in the attachment tab and view historical case notes in the Client Profile Screen.
- Pop Up Timer: The timer will alert enrollment workers how much time is left in their session before they are logged out of AES.
- Medicare Part D Dates Displayed: Clients enrolled in the Medicare Part D Premium payment program will have their program dates displayed along with their status (active/inactive).
- Re-Enrollment and SVF Dates: Re-enrollment dates and SVF dates will not be displayed if a client's eligibility has lapsed.
- Dashboard: Enrollment workers will see a list of all clients associated with their enrollment site who have active eligibility or have eligibility that has expired in the last 30 days.
- SVF: Enrollment workers will have the ability to submit a SVF via AES.
- Revise Insurance Tab: Revisions to the Insurance tab in AES will change how enrollment workers enroll and dis-enroll clients from the OA-HIPP and Medicare Part D Premium Payment Program.
- Income Calculator: An income calculator tool to the "Household" section in AES that will help enrollment workers calculate the client's modified adjusted gross income.
- Additional modifications will allow implementation of several new programs over the next six to 12 months, including the PrEP Assistance Program and payment of the employee's portion of health insurance premiums and medical out-of-pocket costs for clients with employer-based health insurance.

Medical Out-of-Pocket Program Reminder

Enrollment workers were reminded that the medical out-of-pocket benefit within the Office of AIDS-Health Insurance Premium Payment (OA-HIPP) program is only available to clients who are enrolled in OA-HIPP. However, expansion of this benefit to include clients with Medicare was proposed in the Governor's Budget and is awaiting legislative approval. If approved, it will be implemented in early 2018.

Also, medical providers are not required to participate in the medical out-of-pocket reimbursement process with Pool Administrators Inc. (PAI). Enrollment workers are encouraged to inform clients to speak to their providers prior to their date of service to ensure providers are willing to work with PAI. CDPH is compiling a list of providers who are currently working with PAI and will share it with enrollment workers.

Magellan ID Cards

We have informed enrollment workers of the client last name range that is included in the batch of Magellan ID cards that will be mailed on May 19. We will continue to notify enrollment workers of the client last name range included in each weekly mailing.

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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