California Department of Public Health

Office of AIDS

ADAP Update for Stakeholders

JUNE 19, 2017, NOTICE #33

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.

Identifying a Client's Eligibility End Date

Enrollment workers have been reminded how to utilize the ADAP Enrollment System (AES) to populate a list of their active clients and clients whose eligibility expired in the last 30 days to identify their eligibility end dates. **Enrollment workers were reminded to reach out to their clients whose birthday or half-birthday is in July to re-enroll and recertify them in a timely manner so their eligibility is extended to their next recertification or re-enrollment date.**

Emergency Access

An emergency access process is available to allow expeditious access to ADAP formulary medications for ADAP clients <u>who do not have access to ADAP medications and are at risk for an interruption in treatment</u>. Enrollment workers or clients can contact the ADAP call center at (844) 421-7050 regarding emergency medication access issues, 8:00 a.m. - 5:00 p.m., Monday through Friday (excluding state holidays, i.e. July 4). This is in addition to the existing Magellan Call Center that is available 24 hours a day, 7 days a week.

If a client has an emergency medication access issue outside of ADAP calls center business hours or on a holiday, he/she should contact the Magellan call center at (800) 424-5906. The Magellan call center operates 24 hours a day, 7 days a week.

A management memo pertaining to the emergency access process will be disseminated to enrollment workers by June 23.

AES Changes

Enrollment workers were informed that last week, changes pertaining to the dashboard, access to the "Re-Enroll" and "SVF" buttons, and viewing clients on the dashboard tab were implemented in the AES.

AES Release

Enrollment workers were informed that the next AES release is scheduled for this week. Enrollment workers were provided details related to the new functionalities included in the release, including those related to eligibility management, Pool Administrators Inc./Magellan interface completion, and data quality assurance and glitch fixes. CDPH will email all ADAP enrollment workers and coordinators the day before the release is implemented to provide a Job Aid that outlines the new functionality.

CDPH Website

The new ADAP webpage design was released onto the new CDPH website. Enrollment workers and other stakeholders can now access most ADAP information, forms and resources at this web address http://www.cdph.ca.gov/Programs/CID/DOA/Pages/OAadap.aspx. All ADAP forms and resources will eventually migrate to the new CDPH webpage.

Reminder: Document Submission Requirements

Enrollment workers have been reminded that all ADAP enrollment, re-enrollment, recertification, and updates must be done **online** by all enrollment workers who have completed the AES WebEx training and include all supporting documentation. The fax system will remain in place as a backup for technological emergencies, for those who have not yet completed the training, and for faxing OA-HIPP and Medicare Part D applications.

Reminder: AES Onboarding Deadline: June 30

Enrollment workers have been reminded that they must complete the system training and the eLearning course, receive their user names and passwords, and log in and use the AES **by June 30**. As of June 9, 66 percent of enrollment workers have completed all onboarding requirements. Unless there are extenuating circumstances, enrollment workers who do not complete the AES WebEx training and the eLearning course by June 30 will no longer be able to conduct ADAP services. As of June 9, 13 percent of enrollment workers have completed the training requirements, received their AES usernames and passwords, but have not logged in to the system. CDPH has reminded enrollment workers to log in and use the AES. Enrollment workers have been reminded to contact CDPH if they need technical assistance.

Reminder: Enrollment Worker

Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Tuesday, June 20 from 1:30-2:30 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the AES. The July Question & Answer session will be conducted on Tuesday, July 18.

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.

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