



California Department of Public Health



Office of AIDS

# ADAP Update for Stakeholders

JUNE 23, 2017 NOTICE #34

## 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.

## Reminder: Client Eligibility End Dates

**On June 19, ADAP enrollment workers were notified that CDPH will extend eligibility for clients whose eligibility is set to expire July 1 - July 29. If a client's birthday or half-birthday is in July, his/her eligibility will expire on July 31.** Enrollment workers have been 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.

## Reminder: Emergency Access

Enrollment workers have been reminded that ADAP clients who do not have access to ADAP medications and are at risk for an interruption in treatment should contact the ADAP call center at (844) 421-7050, 8:00 a.m. - 5:00 p.m., Monday through Friday (excluding state holidays, i.e. July 4). They may also contact the Magellan Call Center at (800) 424-5906, 24 hours a day, seven days a week.

## ADAP Enrollment System (AES) Release

On June 20, enrollment workers were sent an email regarding the new functionalities available in the AES effective June 21. New functionalities include: 1) Enrollment workers' ability to verify a client's mailing address and 2) submit an Eligibility Exception Request (EER) or Medi-Cal Eligibility Exception Request (MEER) form via fax to (844) 421-8008, and once processed by ADAP, see the approved EER and MEER in the AES. Attached to the email were enrollment worker resources pertaining to the new functionality.

## New Assignments Rosters

Enrollment workers have been informed that the ADAP Advisor By Local Health Jurisdiction assignments and the Premium Payment Assistance Caseload Roster have been updated. Both lists have been provided to enrollment workers.

## 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 22, 69 percent of enrollment workers have completed all onboarding requirements. On

June 14, 46 new ADAP enrollment workers were trained and certified to conduct ADAP services. These enrollment workers are working towards completing the onboarding requirements.

## 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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