



California Department of Public Health



Office of AIDS

# ADAP Update for Enrollment Workers

June 30, 2017 NOTICE#35

## 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 1-29. If a client's birthday or half-birthday is in July, his/her eligibility will expire on July 31. The eligibility extension will be effective in the ADAP Enrollment System on June 30.** Please reach out to your 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

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). The Magellan call center is also available at (800) 424-5906, 24 hours a day, seven days a week.

## July 4 Operating Hours

CDPH will be closed on Tuesday, July 4, in observance of Independence Day. The Magellan call center operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy. The phone number is (800) 424-5906.

## ADAP Formulary

On June 26, CDPH informed enrollment workers that effective July 1, raltegravir 1200 mg (Isentress HD) will be added to the ADAP formulary. If you have any questions regarding the addition of this new drug formulation to the ADAP formulary, please contact Cynthia Reed-Aguayo, at (916) 449-5791. An enrollment worker [management memo](#) was provided to enrollment workers and is re-attached for your reference.

## Statewide ADAP Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be Wednesday, July 5, from 9:30 -11:00 a.m. The toll-free number is (800) 553-5275. Please join the call for important updates. A call agenda will be emailed on July 3.

## Reminder: Document Submission Requirements

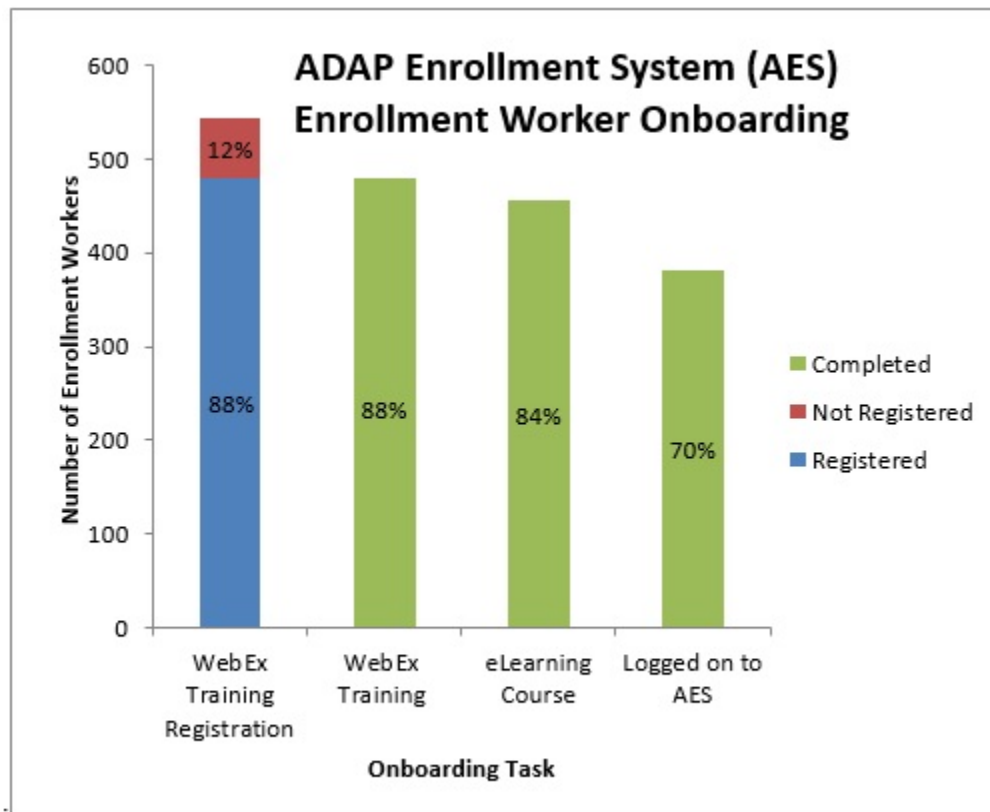
All enrollment workers must complete all ADAP enrollment, re-enrollment, recertification, and updates **online** and upload all supporting documentation. The fax system will remain in place only as a backup for technological emergencies, for those who have not yet completed the training, and for faxing OA-HIPP and Medicare Part D applications.

## Reminder: AES Onboarding Deadline: June 30

Enrollment workers must complete the AES WebEx training and the eLearning course, receive their user names and passwords, and log in and use the AES **by June 30**. If enrollment workers are unable to complete this requirement, they must contact their ADAP advisor

### AES Onboarding – Thank You!

Thank you to all the enrollment workers who completed the AES onboarding requirements. As shown in the graph below, as of June 23, 70 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the AES.



\*As of June 23, 2017

## Magellan ID Cards

The final batch of Magellan ID cards that will be mailed on June 30 includes clients within the last name range: Wea-Z. If your client has not received a Magellan ID card, please ensure the client has a current mailing address in the AES. If the client's mailing address is current, the client may contact the Magellan Call Center at (800) 424-5906, 24 hours a day, seven days a week, to request a new card.

## 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.