California Department of Public Health | Office of AIDS

ADAP Update for Enrollment Workers

June 5, 2017, NOTICE#31

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

Annual re-enrollment postcards have been sent to clients with re-enrollment dates in May and July. June annual re-enrollment postcards will be sent this week. The re-enrollment postcards state that their "prescription coverage is ending soon." However, for clients with re-enrollment dates in May and June, eligibility has been extended to their November or December Self-Verification Form (SVF) dates. Although these clients will have access to medication, they still need to schedule a re-enrollment appointment to ensure they meet program eligibility requirements.

If a client's birthday or half-birthday is in July, his/her eligibility will expire that month. The individual will need to come in for a re-enrollment appointment within 45 days prior to their eligibility end date or their eligibility will lapse and they will lose access to medication. Please reach out to your clients whose eligibility expires in July to re-enroll and recertify them in a timely manner so their eligibility is extended. The ADAP Enrollment System (AES) allows enrollment workers to see a list of their active clients and their clients' eligibility end dates as well as a list of their clients whose eligibility has expired in the last 30 days.

Statewide ADAP Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be Wednesday,

June 7, 9:30 a.m. to 11:00 a.m. The toll-free dial in number is: (866) 269-9608. Please join the call for important updates. A call agenda will be emailed today, June 5.

Reminder: Document Submission Requirements

Effective June 1, all enrollment workers must submit ADAP applications and all supporting documentation for ADAP enrollment, re-enrollment, recertification, and updates**.** ADAP enrollment, re-enrollment, recertification, and updates must be done online by all enrollment workers who have completed the AES WebEx training. The fax system will remain in place as a backup for technological emergencies and for those who have not yet completed the training.

Please continue faxing all OA-HIPP and Medicare Part D applications to the ADAP data processing center at (844) 421-8008.

# AES Onboarding Deadline: June 30

Enrollment workers 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**. Enrollment workers who have not yet completed the AES WebEx training must attend the training on June 15 from 10:00 a.m. to 11:30 a.m. The training invitations were sent on May 22 from Rebecca Zhu at Rebecca.Zhu@cdph.ca.gov. **Unless they have 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.**

Magellan ID Cards

The batch of Magellan ID cards that were mailed on June 2 includes clients within the last name range: [Jer-Lon]. 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 30, 64 percent of ADAP enrollment workers have completed all of the onboarding requirements and logged on to AES.
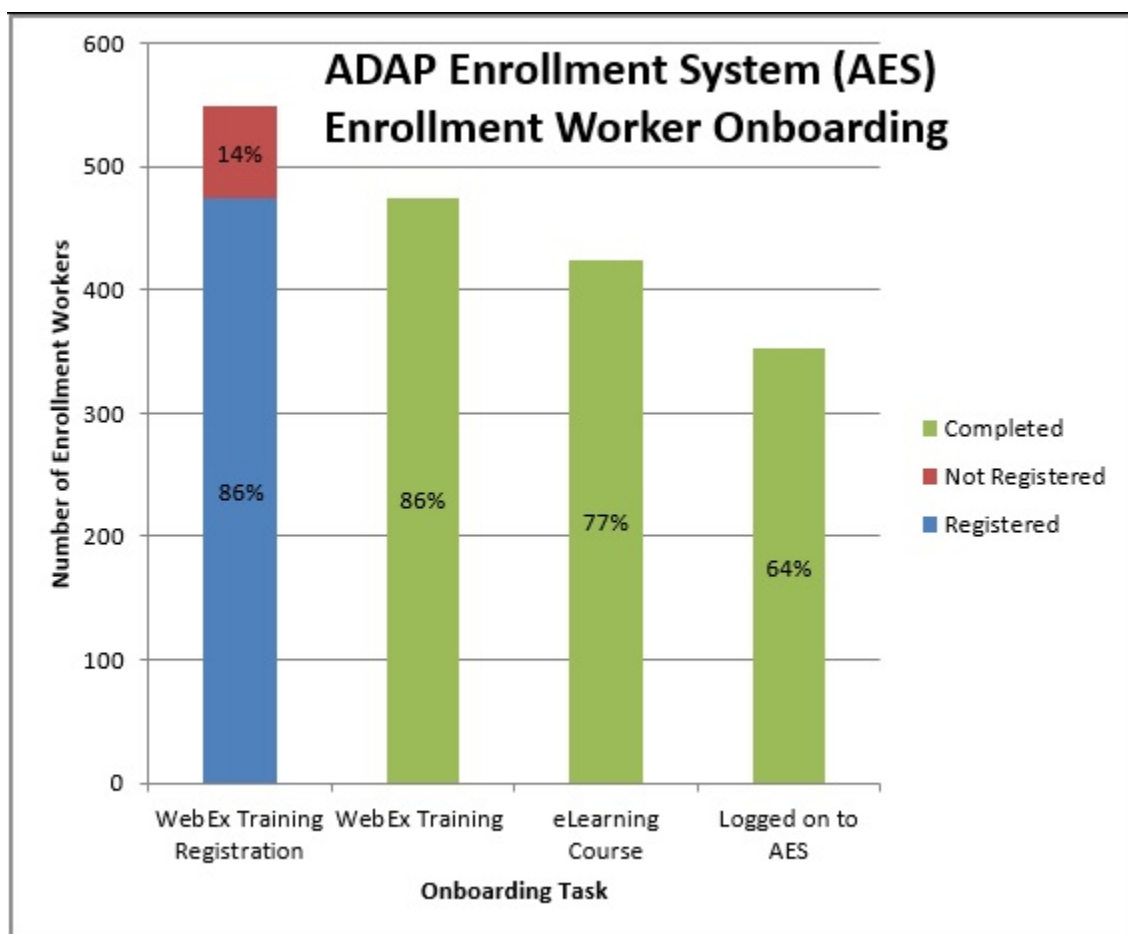
*As of May 30, 2017

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.