



California Department of Public Health



Office of AIDS

# ADAP Update for Enrollment Workers

June 8, 2017 NOTICE #32

## 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

**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.

## Reminder: Document Submission Requirements

All enrollment workers must now complete all ADAP enrollment, re-enrollment, recertification, and updates **online** and upload all supporting documentation. Please continue faxing all OA-HIPP and Medicare Part D applications to the ADAP data processing center at (844) 421-8008.

## Reminder: 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](mailto:Rebecca.Zhu@cdph.ca.gov). **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.**

## AES Dashboard – Expired Client Profiles

We have identified a technical glitch in the ADAP Enrollment System (AES) pertaining to “Inactive” client profiles. Inactive client profiles are ones with expired eligibility.

If you populate a list of your site's clients in the “Dashboard” tab and a client's profile comes up as having expired eligibility, please note that the client may have an “Active” profile (one that has active eligibility) in the AES that did not populate. Please confirm that there isn't an “Active” profile in the AES by doing one of the following:

1. In the “Client Search” tab, search for the client by First Name, Last Name, and Date of Birth. Two profiles may appear, one with and one without active eligibility.
2. Sort the dashboard results for the enrollment site by alphabetical order. You may see two profiles for the same client: one with active eligibility and the other without.

Please follow one of these steps to ensure that you are working off of an “Active” profile and not updating an “Inactive” profile and therefore creating a duplicate profile. Taking these extra steps ensures that you are not requesting a client to meet with you unnecessarily, since the client may have active eligibility. This only affects clients with duplicate accounts, which may have been inadvertently created by their enrollment workers. We are working to fix this technical glitch in a future release.

## OA-HIPP/Medicare Part D Eligibility

Enrollment in ADAP's medication assistance program is required for enrollment in the Office of AIDS Health Insurance Premium Payment (OA-HIPP) program and the Medicare Part D premium payment program. Also, a client's OA-HIPP or Medicare Part D premium payment program eligibility end date is aligned with his/her ADAP eligibility end date. So, if a client's ADAP eligibility has expired, their OA-HIPP or Medicare Part D eligibility is also expired and premium payment will not be made until ADAP eligibility is reinstated.

## AES Password Expiration

Enrollment workers may receive AES password reset emails from [noreply\\_self\\_service@cdph.ca.gov](mailto:noreply_self_service@cdph.ca.gov) reminding them to reset their AES passwords before they expire. This is a legitimate email from CDPH IT and not spam or phishing. The email subject line is "CDPH Password Expiry Notification." If you have any questions or issues pertaining to resetting your AES password, please contact the AES IT Support at (844) 421-5091.

## June Annual Re-Enrollment Postcard

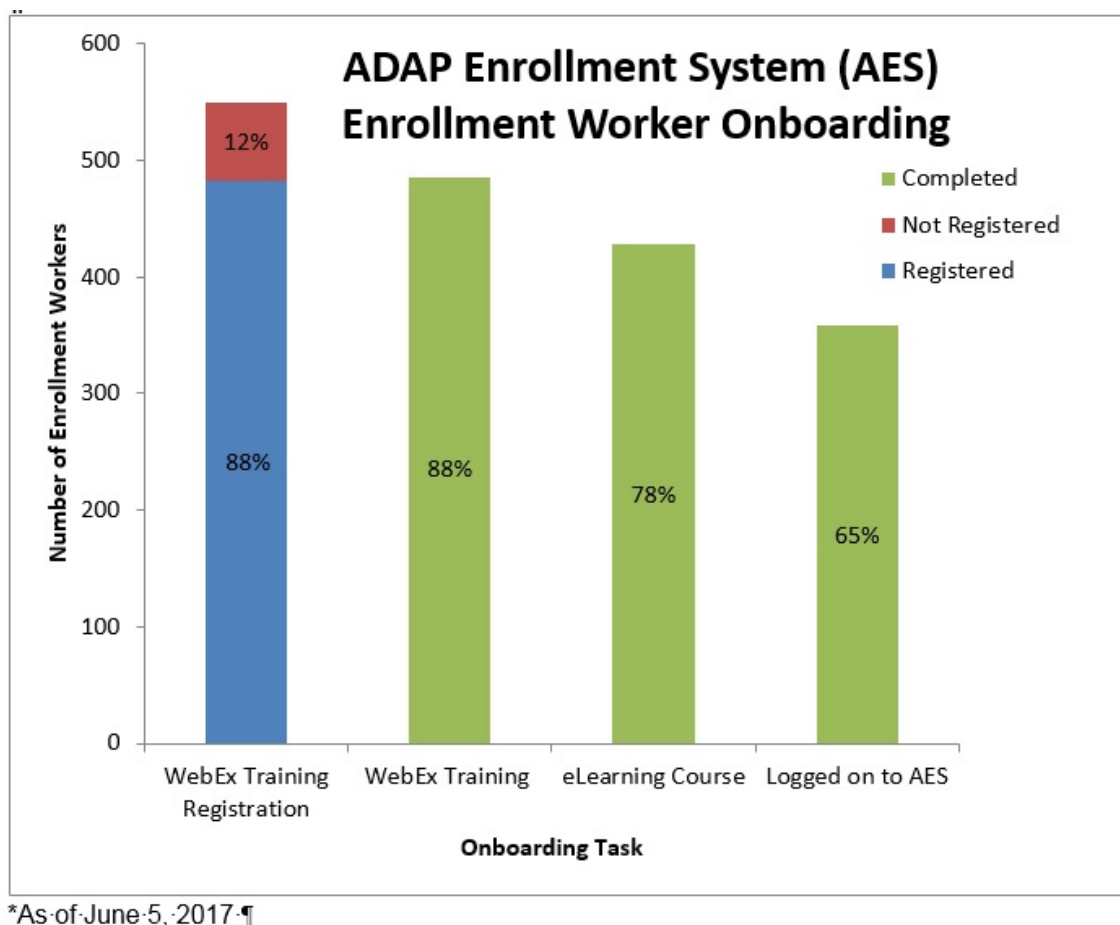
Annual re-enrollment postcards for clients with birthdays in June will be sent by June 9. Eligibility has already been extended to their recertification date. The June postcard does not include a date by which the client must meet with his/her enrollment worker. The postcard includes the following verbiage: "Your prescription coverage is ending very soon. Please contact your enrollment worker to renew your eligibility. You will need to submit all of the required documentation in order to have your eligibility extended another six months. If you do not know your enrollment worker's contact information, please call Customer Service at (844) 421-7050."

## Magellan ID Cards

The batch of Magellan ID cards that were mailed on June 9 includes clients within the last name range: Loc-Nic. 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 June 5, 65 percent of ADAP enrollment workers have completed all of the onboarding requirements and logged on to AES.



## 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.