California Department of Public Health

Office of AIDS

ADAP Update for Enrollment Workers

July 14, 2017 NOTICE #37

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.

Self-Verification Forms (SVFs) for OA-HIPP Clients

If submitting a SVF through the ADAP Enrollment System (AES) and the client is enrolled in OA-HIPP, please fax the following to the ADAP Data Processing Center at (844) 421-8008: 1) Completed fax cover sheet with the following language in the comments area: "Enrollment worker completed SVF via the portal – OA-HIPP billing information attached, please route to advisor" and 2) Most current billing statement(s).

AES Release

The next AES release is scheduled for the week of July 17-21. The new functionalities outlined below will be available in the AES on the day of the release. 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 functionalities.

Eligibility Management

- New Client Profile "tags" that show keywords like Temporary Access Period "TAP", Medi-Cal Eligibility Exception Request "MEER", "MAIL STOPPED", if applicable, highlighted on the Client Profile Screen.
- Ability of enrollment workers to download and/or print a SVF mailer or a pre-populated Re-enrollment Postcard.
- Ability of CDPH ADAP staff to quickly extend eligibility for 30 days via an emergency access process to distinguish this type of update from other temporary extensions.
- Ability of enrollment workers to dis-enroll a client using the "Dis-enroll" feature on the Client Profile Screen.
- Ability of CDPH ADAP staff to view enrollment worker and enrollment site information in the "Administration" tab. Enrollment Workers will not be able to see this tab.

Pool Administrators Inc. (PAi) /Magellan Interface Completion

- New fields that display the last date a client record was sent to PAi or Magellan.
- Database modifications to prepare for the future display of insurance premium and medical out-of-pocket claim information in the AES.
- Automatically notify Magellan to stop mail if the client's record is flagged as having an unverified address.

Reporting

- New Dashboard Client List columns that show dis-enrollment reason for dis-enrolled clients.
- New Dashboard Client List filter to help identify applications with unverified addresses.

Data Quality Assurance

- New smart logic to help manage enrollment worker and enrollment site information in the AES.

- Restrict the list of sites an enrollment worker can choose from on the Dashboard Client List. Enrollment workers can only see clients from their enrollment site, but are still able to find clients at their site and in other enrollment sites through the Client Search tool.

Reminder: Enrollment Worker

Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Tuesday, July 18 from 1:30 – 3:00 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the AES. Although the session is optional, it is highly recommended that all enrollment workers attend so they are aware of AES updates and can correctly and efficiently navigate the system. The email invitation for the session was emailed to all ADAP enrollment workers on June 29 from Rebecca Zhu at Rebecca.Zhu@cdph.ca.gov.

The August Question & Answer session is Tuesday, August 15 from 1:30 – 3:00 p.m. The email invitation for the August session will come from Rebecca Zhu on July 28.

Reminder: Client Eligibility End Dates

CDPH has extended eligibility to July 31 for clients whose birthday or half-birthday is in July. 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. September 4). The Magellan Call Center is also available at (800) 424-5906, 24 hours a day, seven days a week.

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

On July 11, enrollment workers who did not complete system training and the eLearning course were notified by email that they will no longer be able to conduct ADAP enrollment services effective July 13. Enrollment workers who would like to begin or continue conducting ADAP services may take an

upcoming New Enrollment Worker Training. The next New Enrollment Worker Training is scheduled on August 9 from 9:00 a.m.–1:00 p.m. An enrollment worker management memo containing the New Enrollment Worker Training Request Form and schedule is attached for your reference.

AES Onboarding – Thank You!

Thank you to all the enrollment workers who completed the AES onboarding requirements. As a reminder, the AES onboarding requirements include the completion of the AES WebEx training and eLearning course, and logging in to the AES. As shown in the graph below, as of July 7, 76 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the AES.
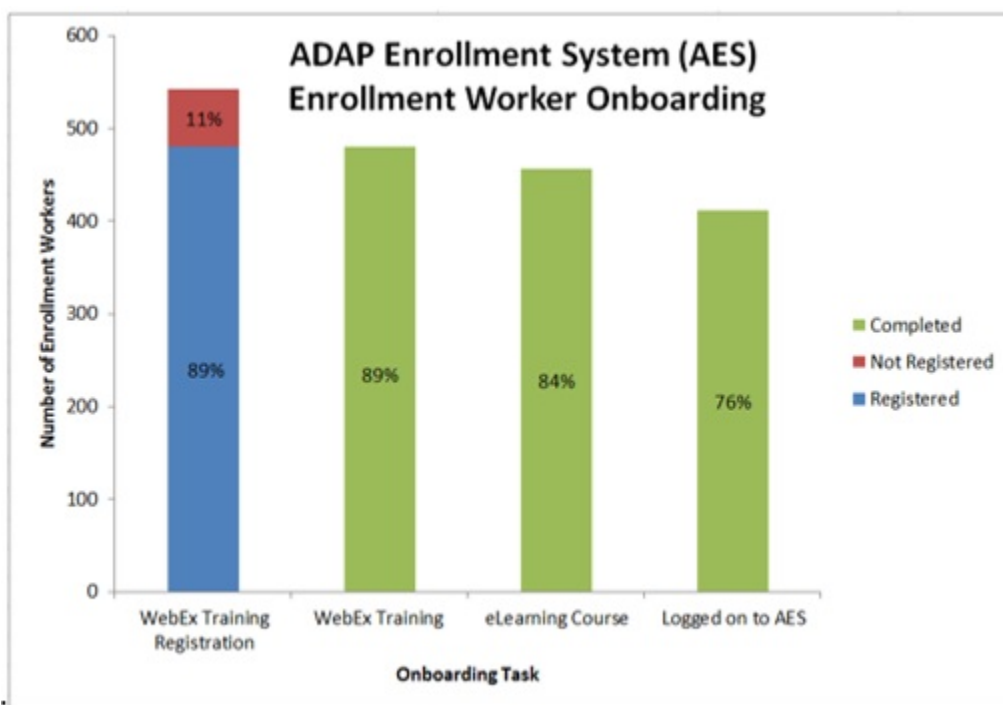
*As of July 7, 2017

Reminder: Magellan ID Cards

The final batch of Magellan ID cards was mailed on June 30. 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.