



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

JULY 20, 2017 NOTICE#38

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.

ADAP Enrollment System (AES) Release

On July 17, enrollment workers were sent an email regarding the new functionalities available in the AES effective July 19. Attached to the email was the “Navigating the AES for ADAP EWs; Release 4, July 19” job aid. The new functionalities include:

- 1) Ability to locate clients with addresses that have not been verified: Users are able to search for clients by address verification status in the dashboard.
- 2) Ability to filter clients by enrollment status: Users are able to search for dis-enrolled/enrolled clients in the dashboard.
- 3) Ability to view when the latest data exchange occurred for both Magellan and PAI on the Client Profile screen.
- 4) Ability to identify clients with addresses that have not been verified on the Client Profile Screen: Clients with addresses that have not been verified will be flagged.
- 5) Ability to identify clients currently on a Temporary Access Period (TAP), Eligibility Exception Request (EER), and/or Medi-Cal Eligibility Exception Request (MEER) on the Client Profile screen: Clients with a TAP/EER/MEER will be flagged.
- 6) Multiple users cannot edit the same client at the same time. Users will be prevented from editing a client record that is currently being edited by another user.
- 7) Print or download the SVF Letter: Enrollment Workers are able to print/download the SVF letter by clicking the link on the Client Profile screen.
- 8) Print or download the Re-enroll Post Card: Enrollment Workers are able to print the Re-Enrollment Post Card pre-populated with client information by clicking the link on the Client Profile screen.
- 9) Enrollment worker data restriction in dashboard: Only clients associated with your site(s) will be displayed in the dashboard.
- 10) Added a Dis-enroll button: This will allow enrollment workers to dis-enroll a client.

Reminder: Client Eligibility End Dates

CDPH has extended eligibility to July 31 for clients whose birthday or half-birthday is in July.

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). They may also contact the Magellan Call Center at (800) 424-5906, 24 hours a day, seven days a week.

Enrollment workers were also reminded that ADAP advisors and ADAP and Magellan call center staff are able to change clients' eligibility dates via the Emergency Access Process. Clients whose eligibility has lapsed (in the last 30 days) due to not reenrolling or recertifying will be granted a one-time Emergency Access approval.

Clients whose eligibility has been expired for more than 30 days, who were dis-enrolled from ADAP due to not meeting ADAP eligibility requirements (i.e. exceeded the income criteria, moved out of state, etc.), or who have an expired Temporary Access Period (TAP) will **NOT** be granted emergency access.

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 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

As of July 20, 86 percent of enrollment workers have completed all onboarding requirements.

PAI-CDPH ID CARDS

Enrollment workers were informed that on July 14, 2017, PAI began mailing PAI-CDPH ID cards to all clients enrolled in OA-HIPP. As of July 20, 2,170 cards have been mailed. Enrollment workers will be informed when the mailings are complete. The updated cards include the ADAP call center phone number instead of the A.J. Boggs Customer Service phone number. Attached with the card is a letter detailing the purpose of the card and the process for submitting medical out-of-pocket claims along with the copy of the medical out-of-pocket claim form.

Enrollment workers were provided with a sample of the letter, claim form, and ID card for their reference.

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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