



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

July 27, 2017 NOTICE 39

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.

Important Reminder: Client Eligibility End Dates

CDPH has extended eligibility to July 31 for clients whose birthday or half-birthday is in July. It is critical that enrollment workers reach out to 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.

ADAP Enrollment System (AES) Onboarding Deadlines

On July 10 and July 24, an email was sent to enrollment workers who have not yet completed the eLearning course notifying them that they have until **July 31** to do so. On July 25, an email was sent to enrollment workers who have yet to log in to the AES notifying them that they have until **September 1** to do so. The September 1 deadline was chosen to give enrollment workers enough time to log in to the system and contact their ADAP advisor if technical assistance is needed.

Enrollment workers who do not meet these deadlines will no longer be able to conduct ADAP services. If enrollment workers are unable to complete this requirement, they must contact their ADAP advisor.

Statewide ADAP Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be Wednesday, August 2, 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 August 1.

PAI-CDPH ID Cards

On July 25, PAI mailed the last batch of PAI-CDPH ID cards to all clients enrolled in OA-HIPP. Moving forward, PAI will mail cards weekly for new OA-HIPP clients. If your client is enrolled in OA-HIPP and has not received an ID card, please ensure your client has a current mailing address in the AES. If the client's mailing address is current, the client may contact PAI Customer Service toll-free at (877) 495-0990, 8 a.m. - 5 p.m., Monday through Friday (excluding major holidays), to request a new card.

Please note, at this time, spouses and/or family members who are enrolled in ADAP and on a HIPP client's health plan will not receive a PAI-CDPH benefit card. However, we will continue to cover claims for ADAP clients who are spouses and/or family members on a HIPP client's plan. We are currently working with our contractors to establish a method which would allow for spouses and/or family members enrolled in ADAP to receive their own cards.

New Assignments Rosters

The [ADAP Advisor by Local Health Jurisdiction assignments list](#) is updated. The [Premium Payment Assistance Caseload Roster](#) is also updated to include new assignments for OA-HIPP.

OA-HIPP and Medicare Part D Premium Payments

In order to ensure that all premium payments are made in a timely manner, payments for existing OA-HIPP or Medicare Part D Premium Payment Program clients are paid the month prior to the payment due date. For example, if an OA-HIPP client's payment is due on September 1, the client's payment will be sent in early to mid-August. If a Medicare Part D Premium Payment Program client's payment is due on September 1, the client's payment will be sent the last week of August.

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

ADAP staff 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.

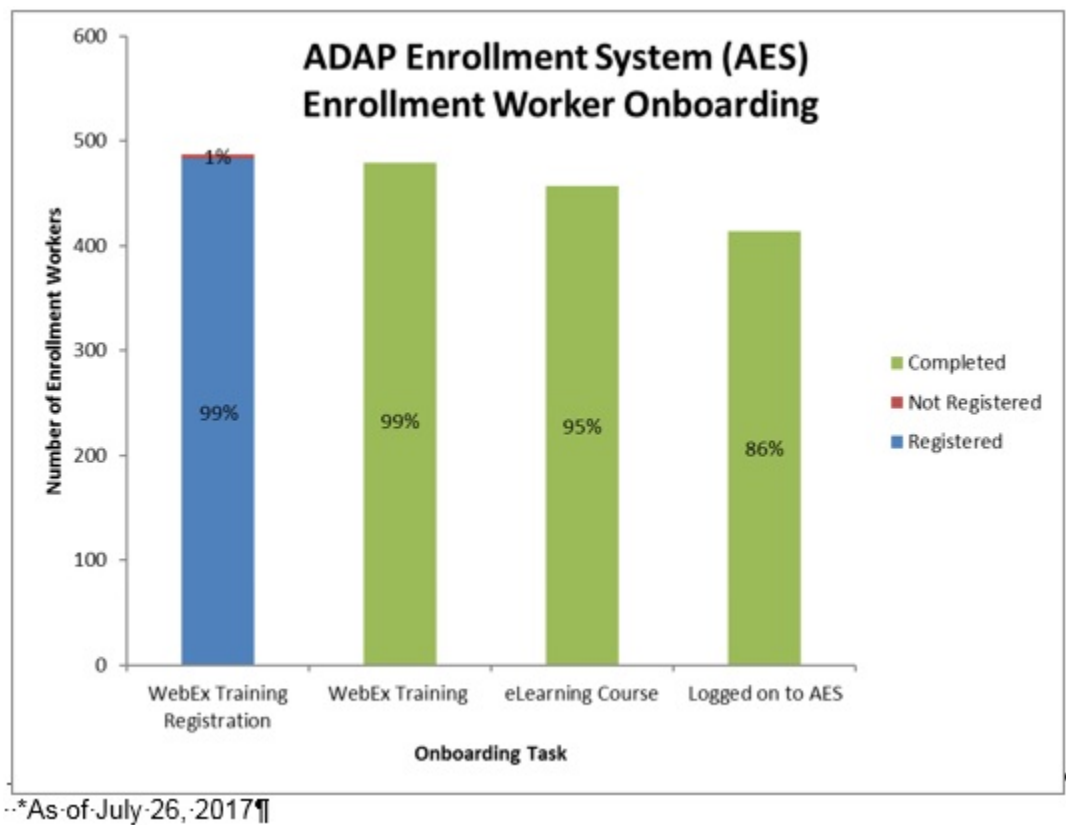
Clients whose eligibility has been expired for more than 30 days, who were dis-enrolled from ADAP due to not meeting ADAP eligibility requirements (i.e. exceeded the income criteria, moved out of state, etc.), or who have an expired Temporary Access Period (TAP) will **NOT** be granted emergency access.

Reminder: Document Submission Requirements

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.

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 26, 86 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the 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.