California Department of Public Health   Office of AIDS

ADAP Update for Enrollment Workers

August 17, 2017, Notice #42

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 a.m. 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 extended eligibility to July 31 for clients whose birthday or half-birthday was in July. **It is critical that enrollment workers reach out to clients to re-enroll and recertify them in a timely manner, so their eligibility is extended to their next recertification or re-enrollment date.** Enrollment workers should utilize the Client Dashboard in the ADAP Enrollment System (AES) to view clients at their site with expired eligibility.

Reminder: Emergency Access

On July 31, enrollment workers were notified through email that starting August 1, they may experience an increased amount of clients requiring emergency access to medication due to clients not re-enrolling or recertifying their ADAP benefits on time. If your client does not have access to ADAP medications and requires emergency access, please contact the ADAP Call Center at (844) 421-7050, 8:00 a.m. – 5:00 p.m., Monday through Friday (excluding state holidays). If your client needs emergency access after ADAP Call Center hours, please contact the Magellan Call Center at (800) 424-5906, 24 hours a day, seven days a week.

Clients whose eligibility has lapsed (in the last 30 days) due to not re-enrolling 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.

A fax blast was sent to ADAP pharmacies on August 1 notifying them of the potential increase in the amount of ADAP clients requiring emergency access. This fax blast will continue being sent to ADAP pharmacies every Tuesday for the remainder of the month. If a client needs emergency access, pharmacies are advised to contact Magellan's Call Center, inform the client to visit their enrollment worker to extend their eligibility further, and remind the client that this is a one-time emergency fill until their eligibility is updated.

Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program Application Process

Effective today, August 17, the paper application **will no longer** need to be faxed with OA-HIPP applications or updates. An application must be submitted through the AES and the fax coversheet and supporting documentation will be the only documentation that needs to be faxed to the ADAP Data Processing Center. The Fax Coversheet and Client Attestation Form have been revised to include additional checkboxes that will assist in streamlining the OA-HIPP application process. To complete a new OA-HIPP application, re-certification or re-enrollment, please complete the following:

1) In the AES, under the Insurance Tab, indicate that the client would like premium assistance.

2) Upload a complete and signed Client Attestation Form in the Attachments Tab of the AES. On the Client Attestation Form, select all programs the client is applying for. The box "Applying for OA-HIPP" should be selected.
3) Complete the fax coversheet. Under the "Insurance Assistance Related" section, select all options that are relevant to the client (Note: If a binder payment is needed or the client is requesting dental/vision assistance, please indicate on the fax coversheet).
4) Fax the completed fax coversheet and supporting documentation to the ADAP Data Processing Center at (844) 421-8008.

The Client Attestation Form **does not need** to be submitted with an OA-HIPP update. For OA-HIPP updates please indicate that the client would like premium assistance in the AES and fax a completed fax coversheet and supporting documentation to the ADAP Data Processing Center.

If you have any questions, please contact your ADAP Advisor.

AES Release

On August 15, enrollment workers were sent an email regarding the new functionalities in the AES effective August 16. Attached to the email was the "Navigating the AES for ADAP EWs; Release 6, August 16" job aid. Please see the attached job aid for your reference. The following functionalities were added:

1. Ability to filter clients by Group Code in the dashboard.
2. Ability to filter clients by latest application type in the dashboard.
3. Ability to view the client's full name in the header of all application types (e.g., initial, update, reenrollment, SVF, Emergency Access, Dis-Enroll, Manual Over-ride) in both edit and view mode: Each tab shows the client's full name.
4. Ability to indicate if clients want to be contacted via phone or email on the profile tab.
5. Ability to identify the type of phone provided by clients on the profile tab.
6. On the client demographics tab, if the client's sex at birth is male, the "Are you pregnant" field will be auto filled to "No".
7. Ability to view a tooltip that explains how and when to use the supporting document checkboxes and attachments on the attachments tab.
8. Ability to view if an ADAP eligibility exception has been submitted with each application on the client profile screen.
9. Ability to identify Health Insurance Premium Payment (HIPP)/ Medicare Part D Premium Payment (MDPP) expired clients on the client profile page. If clients have expired HIPP/MDPP, their HIPP/MDPP status will be displayed as inactive.

Important Reminder: ADAP Enrollment System (AES) Enrollment Worker Onboarding Deadlines

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 this deadline will no longer be able to conduct ADAP services. If enrollment workers are unable to complete this requirement, they must contact their ADAP advisor.

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 August 14, 88 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the AES. On August 9, 23 new ADAP enrollment workers were trained and certified to conduct ADAP services. These enrollment workers are working towards completing the onboarding requirements.
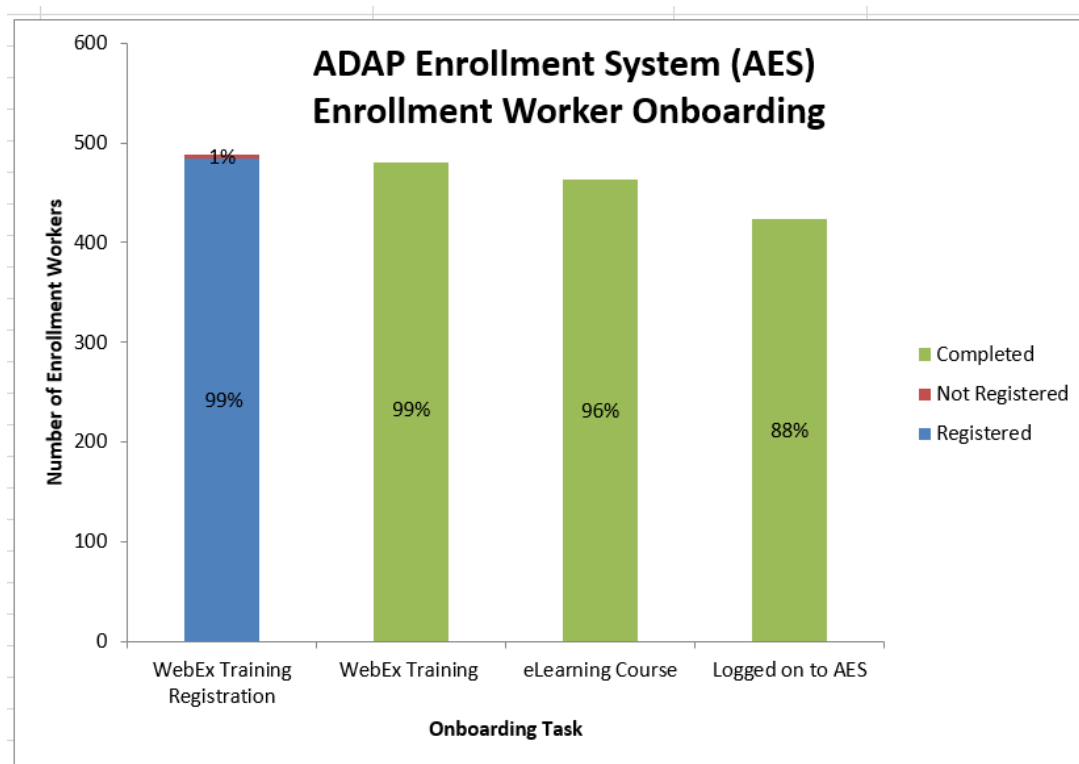
*As of August 14, 2017

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.