ADAP Update for Enrollment Workers

August 25, 2017, Notice #43

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.

Medicare Part D Premium Payment Program Application Process

Effective today, August 25, the paper application **will no longer** need to be faxed with Medicare Part D Premium Payment Program applications or updates. An application must be submitted through the ADAP Enrollment System (AES) and the fax coversheet will be the only document that needs to be faxed to the ADAP Data Processing Center. The <u>Fax Coversheet</u> and <u>Client Attestation Form</u> have been revised to include additional checkboxes that will assist in streamlining the Medicare Part D Premium Payment Program application process. In order to complete a new Medicare Part D Premium Payment Program 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 for which the client is applying. The box "Applying for Medicare Part D Premium Payment Assistance Program" should be selected.
3) Complete the fax coversheet. Under the "Insurance Assistance Related" section, select "New Medicare D Application" or "Re-enroll/recert Medicare D Application."
4) Fax the completed fax coversheet to the ADAP Data Processing Center at (844) 421-8008.

The Client Attestation Form **does not need** to be submitted with a Medicare Part D Premium Payment Program update. For Medicare Part D Premium Payment Program updates, please indicate that the client would like premium assistance in the AES and fax a completed coversheet to the ADAP Data Processing Center.

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

Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program Medical Out-of-Pocket Benefit

Clients who are enrolled in OA-HIPP are eligible for the medical out-of-pocket benefit, which pays for outpatient medical out-of-pocket costs that count towards a client's medical insurance policy's annual out-of-pocket maximum. In accordance with Internal Revenue Service (IRS) guidelines, health providers are required to submit a completed IRS Form W-9 to our contractor, PAI, in order for PAI to remit medical out-of-pocket expense payments to a health provider on a client's behalf. Please see the attached list of health providers that have submitted an IRS Form W-9 to PAI for the medical out-of-pocket benefit as of August 18. Please note, this list is subject to change as a health provider's submission of an IRS Form W-9 does not ensure they are able to participate, as some health providers are unable to reimburse clients. Health providers reserve the right to opt out at any time. The attached list is intended to be used as a guide for enrollment workers to assist OA-HIPP eligible clients with locating health providers in their area that have submitted the IRS Form W-9 to PAI.

This is a reminder that CDPH/PAI is unable to provide a pre-authorization of payment to cover medical out-of-pocket expenses for future procedures. The medical out-of-pocket benefit is only available to cover outpatient expenses for services rendered prior to the submission of a claim. The

expense must count towards the client's medical insurance policy's annual out-of-pocket maximum and must have occurred during the client's active OA-HIPP eligibility period.

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. Both rosters are attached for your reference.

Important Reminder: Client Eligibility End Dates

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 expiring or expired eligibility.

Reminder: Emergency Access

Enrollment workers were notified 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.

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 documentation.

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 22, 88 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the AES.
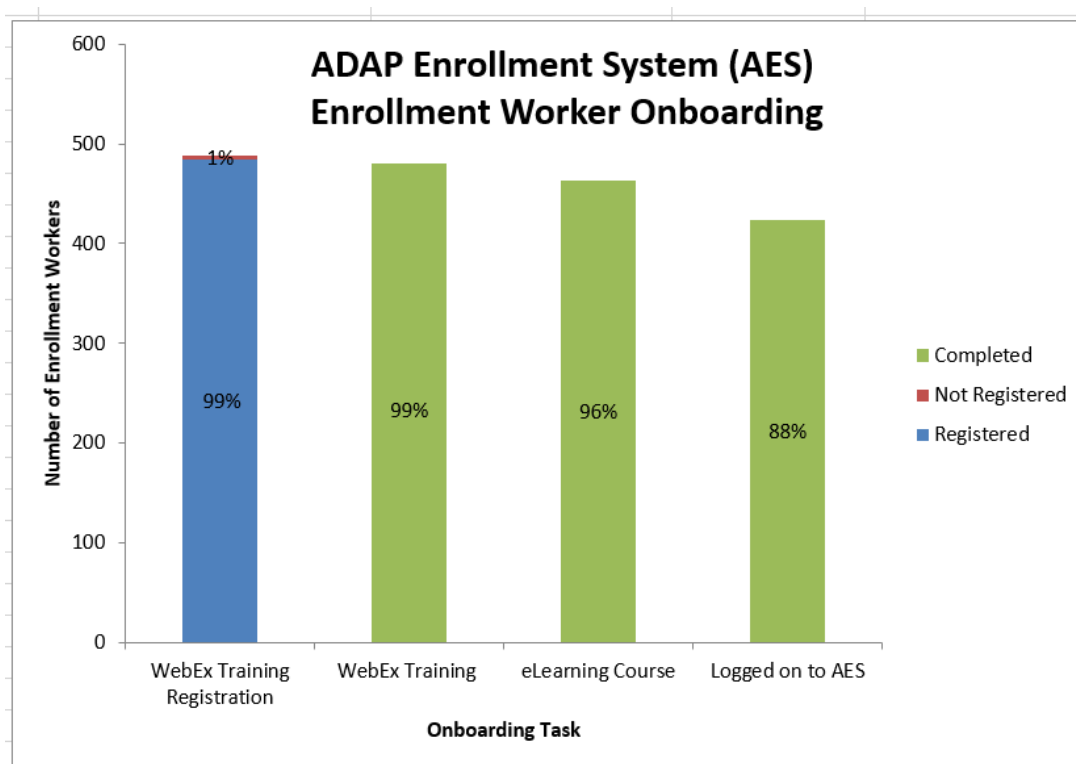
*As of August 22, 2017

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.