California Department of Public Health

Office of AIDS

ADAP Update for Enrollment Workers

August 31, 2017, Notice #44

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.

Labor Day Operating Hours

CDPH will be closed on Monday, September 4, in observance of Labor Day. The Magellan Call Center operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy. The phone number is (800) 424-5906.

Important Reminder: AES Enrollment Worker Onboarding Deadlines

On July 25 and August 29, an email was sent to enrollment workers who have yet to log in to the ADAP Enrollment System (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.

Statewide ADAP Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be Wednesday, September 6, 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 September 5.

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 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 every Tuesday this month notifying them of the potential increase in the amount of ADAP clients requiring emergency access. 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.

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 28, 88 percent of ADAP enrollment workers completed all of the onboarding requirements and logged on to the AES.
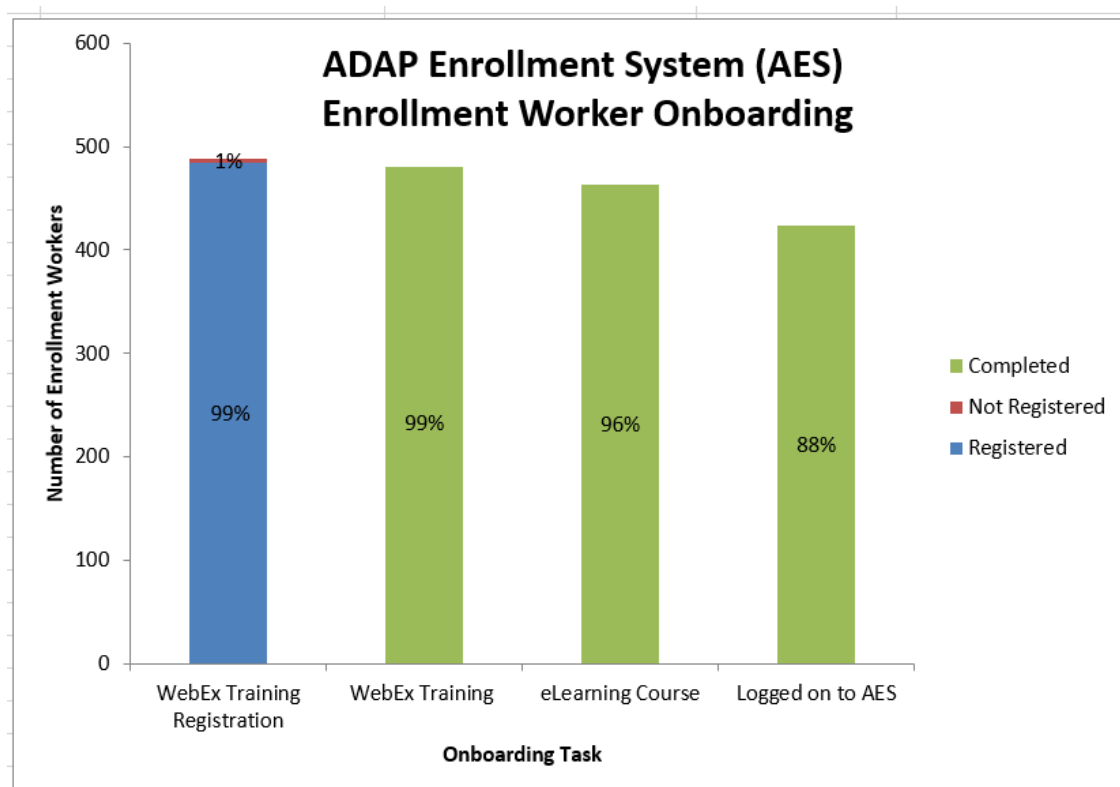
*As of August 28, 2017

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.