ADAP Update for Enrollment Workers

September 21, 2017, Notice #47

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.

Self-Verification Forms (SVFs)

When submitting a SVF through the ADAP Enrollment System (AES), you must upload two documents in the Attachments Tab of the AES.

For a SVF with no changes:

1) Upload a signed <u>Client Attestation Form</u> or a signed SVF. When uploading the document, select "Self Verification Form" as the document type.
2) Upload a <u>Blank Supporting Documentation (BSD) Form</u>. When uploading the document, select "Supporting Documentation" as the document type.

For an SVF with changes:

1) Upload a signed <u>Client Attestation Form</u>. When uploading the document, select "Self Verification Form" as the document type.
2) Upload supporting documentation. When uploading the document, select "Supporting Documentation" as the document type.

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

AES Release

The next ADAP Enrollment System (AES) release is scheduled for the week of September 25-29. CDPH will email all ADAP enrollment workers the day before the release to provide a Job Aid that outlines the new functionalities. This release implements changes to the Insurance Tab to enhance clarity and quality assurance. Key changes include:

- Addition of design features that clearly describe ADAP insurance assistance programs and program eligibility dates
- A more user-friendly display of health coverage history for medical, dental and vision plans
- Ability to flag insurance applications that need binder or expedited payments
- Enhanced "smart logic" to ensure consistency of date values across plans and programs

If a client would like premium assistance, enrollment workers will have the ability to select the appropriate program (i.e. Office of AIDS Premium Payment (OA-HIPP) Program or the Medicare Part D Premium Payment Program), for which the client would like assistance. Enrollment workers will **not** have the ability to enter health plan information in the Insurance Tab and will have view-only access to this information. Once an application is received, OA-HIPP and Medicare Part D Premium Payment Program advisors will enter health plan information in the Insurance Tab. To complete an OA-HIPP Program application or Medicare Part D Premium Payment Program application, please complete the following:

1) In the AES, under the Insurance Tab, indicate that the client would like premium assistance and select the program, OA-HIPP or the Medicare Part D Premium Payment Program, for which the client is applying.

2) Upload a complete and signed <u>Client Attestation Form</u> in the Attachments Tab of the AES. On the Client Attestation Form, select all programs for which the client is applying.
3) Complete the fax coversheet. Under the "Insurance Assistance Related" section, select all options that are relevant to the client.
4) If the client is enrolling in OA-HIPP, fax the completed <u>fax coversheet</u> and supporting documentation to the ADAP Data Processing Center. If the client is enrolling in the Medicare Part D Premium Payment Program, only a completed <u>fax coversheet</u> needs to be faxed. The fax number is (844) 421-8008.

Reminder: Enrollment Worker Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Monday, September 25 from 1:30 – 3:00 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the AES. Although the session is optional, it is highly recommended that all enrollment workers attend so they are aware of AES updates and can correctly and efficiently navigate the system. The email invitation for the session was emailed to all ADAP enrollment workers on September 14 from Rebecca Zhu at <u>Rebecca.Zhu@cdph.ca.gov</u>.

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

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.

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.

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.