



California Department of Public Health



Office of AIDS

# ADAP Update for Enrollment Workers

September 28, 2017, Notice #48

## 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 Open Enrollment Letter

On October 2, letters will be mailed to existing Medicare Part D Premium Payment Program clients regarding the 2018 Medicare Part D open enrollment period. The 2018 Medicare Part D open enrollment period is October 15- December 7, 2017 for coverage starting on January 1, 2018. Existing clients who are enrolled in the Medicare Part D Premium Payment Program **do not need** to submit a new Medicare Part D Premium Payment Program application during open enrollment, unless the client's Medicare Part D plan has changed from the previous enrollment year. Clients must continue to meet ADAP eligibility requirements in order for payments to be made to their Medicare Part D plan. Please see attached for a copy of the letter. Clients will receive the letter in both English and Spanish.

## Medicare Part D Premium Payment Program Payments

In order to ensure that Medicare Part D Premium Payment Program payments are made in a timely matter, the payment schedule has been adjusted. Payments for existing Medicare Part D Premium Payment Program clients are now paid one month prior to the payment due date. For example, a Medicare Part D Premium Payment Program client's payment will be made the last week of September for a payment that is due on November 1.

## CDPH Website

Effective October 6, the new CDPH website will be fully functional and the archive site will no longer be accessible. The changes are designed to maximize user friendliness, enhance search capability, and ensure compliance with the Americans with Disabilities Act. The new website link is [www.cdph.ca.gov](http://www.cdph.ca.gov). Documents, forms, and departmental information have been migrated to the new website. Here are a few links that enrollment workers may find helpful:

- **The main ADAP webpage can be found here:**  
<https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OAadap.aspx>
- **The ADAP landing page includes links to:**
  - **Health Insurance Premium Payment Assistance**- HIPP eligibility information and how to apply
  - **Medicare Part D Premium Payment Assistance**- Medicare Part D eligibility and how to apply
  - **ADAP Service Providers**- Information regarding enrollment sites, enrollment workers, and pharmacies
  - **ADAP Contractors**- Information regarding PAI and Magellan
  - **ADAP Communications**- Enrollment Worker Call Summaries, Enrollment Worker communications, and Stakeholder communications
  - **ADAP and HIPP Forms**- ADAP and Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program forms

- **ADAP Resources**- Documents, flowcharts, and ADAP informational material

Please note, we are still in the process of updating our webpage with the most recent communications and resource documents. Additionally, several forms are currently in the process of being translated to Spanish.

## Statewide ADAP Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be Wednesday, October 4, 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 October 3.

## ADAP Enrollment System (AES) Release

The next AES release is scheduled for the week of October 2-6. The release date was pushed back one week to provide additional time for ADAP Advisors to be trained on the new functionalities. CDPH will email all ADAP enrollment workers the day before the release is implemented 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.

## 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.