



California Department of Public Health



Office of AIDS

# ADAP Update for Enrollment Workers

September 7, 2017, Notice #45

## 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.

## AES Release

The next ADAP Enrollment System (AES) release is scheduled for the week of September 11-15. CDPH will email all ADAP enrollment workers the day before the release is implemented to provide a Job Aid that outlines the new functionalities. The new functionalities outlined below will be available in the AES on the day of the release:

- Update of the Insurance Assistance tab for ADAP Advisors to improve clarity, consistency, user friendliness, and quality assurance prior to open enrollment.
- Addition of a binder and expedite payment indicator for PAI data transfers.
- Display of insurance premium payment transactions and medical out-of-pocket claims processed.

### Reminder: Enrollment Worker Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Tuesday, September 12 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 5 from Rebecca Zhu at [Rebecca.Zhu@cdph.ca.gov](mailto:Rebecca.Zhu@cdph.ca.gov). The October Question & Answer session is Tuesday, October 10 from 1:30 – 3:00 p.m. The email invitation for the October session will come from Rebecca Zhu on September 29.

### 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.