

California Department of Public Health



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Office of AIDS (OA)

Management Memorandum

AIDS Drug Assistance Program (ADAP)

Memorandum Number: 2017 – 04

DATE: June 22, 2017

TO: LOCAL ADAP COORDINATORS AND ADAP ENROLLMENT WORKERS

SUBJECT: ADAP EMERGENCY ACCESS PROCESS

This memo provides updated information regarding ADAP's emergency access process. ADAP's operations are built around ensuring that ADAP clients have continuous access to their life-saving treatment.

Emergency Access Process

The emergency access process will continue to allow expeditious access to ADAP formulary medications for ADAP clients who do not have access to ADAP medications and are at risk for a treatment interruption. A similar process is established for ADAP clients who are enrolled in the Office of AIDS Health Insurance Premium Payment (OA-HIPP) program or the Medicare Part D premium payment program and do not have access to their health insurance or are at risk for health insurance disruption. Please contact the ADAP call center at (844) 421-7050 regarding emergency access issues, 8:00 am - 5:00 pm, Monday through Friday.

If a client has an emergency medication access issue outside of ADAP call center business hours or on a holiday, he/she should contact the Magellan call center at (800) 424-5906. The Magellan call center operates 24 hours a day, 7 days a week.

Emergency Access Policy

Clients whose eligibility has lapsed in the last 30 days due to not reenrolling or recertifying will be granted a one-time emergency access approval.

Office of AIDS, MS 7700, P.O. Box 997426, Sacramento, CA 95899-7426

Telephone (844) 421-7050 / Fax (916) 440-5490

Internet Address: <https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OAmain.aspx>



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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. These clients will be required to re-enroll in ADAP with a certified ADAP enrollment worker.

On most occasions, the enrollment worker or client, whoever called to request the emergency access, will be informed of the resolution within one hour if it relates to the policy outlined above. Enrollment workers or clients can expect a resolution for more complex emergency access requests within one business day.

Important Reminder

To maintain continuous eligibility for ADAP (which includes the ADAP medication assistance program, the OA-HIPP program, and the Medicare Part D premium payment program) and to avoid disruption in care, clients must re-enroll and recertify timely and provide any necessary updates as changes in their eligibility information occur.

If you have any questions about anything in this memo, please contact your ADAP Advisor.

Thank you,

A handwritten signature in black ink that reads "Chris Unzueta". The signature is written in a cursive, flowing style.

Chris Unzueta, ADAP Operations and Eligibility Section Chief
California Department of Public Health