

California Department of Public Health, Office of AIDS
Statewide ADAP Enrollment Worker Conference Call Summary
May 3, 2017

Staffing Update

- Sandra Robinson, the new, permanent ADAP Branch Chief, started on Monday, April 17. Sandra has extensive experience in public health and in the health care delivery system, both of which will be helpful in her work with ADAP.
- Anissa Hussman, the new ADAP Call Center and Data Processing and Eligibility Section Chief, started on May 1. Anissa has over 20 years of management experience.
- We would like to thank Majel Arnold for temporarily serving as Acting ADAP Branch Chief during the last three and a-half months. Majel has returned to her usual job as HIV Care Branch Chief as of April 17th.

Notice of Breach Letter

On April 7, CDPH mailed a Notice of Data Breach letter to 93 ADAP clients. The letter notifies clients that on or about February 7, 2017, CDPH determined that some personal information, including personal health information, may have been improperly accessed via the A.J. Boggs enrollment portal. While the CDPH investigation is still ongoing, we want to inform clients, enrollment workers, and others of this potential breach. In order to help protect against the possibility of identity theft, CDPH is offering these clients free fraud detection and credit monitoring through February 26, 2018. Clients may call the ADAP call center at (844) 421-7050 for more information, including how to activate and use their fraud detection and credit monitoring services. ADAP enrollment workers or other staff who are contacted by an affected client regarding this matter should refer the client to the ADAP Call Center. This breach is disappointing for CDPH, OA, and all ADAP staff as the protection of confidential public health information is one of our top priorities and strongest values.

ADAP Enrollment System training reminder

All ADAP enrollment workers should complete the 1.5 hour WebEx training and self-paced eLearning course, received their usernames and passwords, and log into the ADAP Enrollment System (AES). If you have access to the AES, please conduct ADAP enrollment, re-enrollment, and recertification via the AES instead of faxing paper applications. When an ADAP application is submitted via the AES anytime between 8 a.m. and 6 p.m. Monday through Friday, the client will have access to his/her ADAP formulary prescriptions at the pharmacy in 15 minutes.

Enrollment workers who have completed the WebEx training but have not yet completed the eLearning Course were sent an email reminding them that completion of the eLearning course is required. In addition, ADAP Advisors have reached out to each site to assist with any questions enrollment workers may have with accessing the AES.

If you have not or believe you will not be able to meet this requirement, please contact your ADAP advisor as soon as possible.

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Thank you to all of the enrollment workers who have completed the eLearning and are currently utilizing the ADAP Enrollment System.

ADAP Enrollment Site Payment Allocation

As part of ADAP's enrollment site contracts with CDPH, sites were to be paid based on the number of ADAP services performed. Due to issues with A.J. Boggs' enrollment site portal, ADAP has not been able to obtain the appropriate report needed to determine payment. The interim solution for this fiscal year is for ADAP to pay sites according to A.J. Boggs' data pulled in January 2017 displaying total ADAP caseload at each site.

Starting April 20, CDPH mailed a letter to each site outlining their allocated payment amount. The allocations are also posted to the ADAP Webpage and can be found [here](#). All sites should receive payment by the third week of June. If you have any questions about enrollment site payment allocations, please contact Tasha.Sosa@cdph.ca.gov.

Eligibility Data Transfers

Effective April 20, the transfer of client eligibility data from the AES to Magellan occurs every 15 minutes between the hours of 8 a.m. and 6 p.m. PST, Monday through Friday. If an enrollment worker submits an ADAP application via the AES anytime between 8 a.m. and 6 p.m. Monday through Friday, the client will have access to his/her ADAP formulary prescriptions at the pharmacy in 15 minutes.

New Assignment Rosters

The ADAP Advisor by Local Health Jurisdiction assignments list has been updated and can be found on the ADAP webpage [here](#). The Premium Payment Assistance Caseload Roster has also been updated to include new assignments for OA-HIPP and Medicare Part D Premium Payment Program. The caseload roster can be found on the ADAP webpage [here](#).

CDPH Website

As outlined in the [April 27, Notice #26 ADAP Update](#), effective May 1, the CDPH Website launched a new layout and look. The changes are designed to maximize user friendliness, enhance search capability, and to ensure compliance with the Americans with Disabilities Act. The new website will be accessible at www.cdph.ca.gov and CDPH's old website will still be accessible at <http://archive.cdph.ca.gov>. Documents will be migrated to the new website over time, and **most ADAP forms and documents will not be migrated to the new website until after the launch of the new site**. On May 1, we sent all enrollment workers an email from CDPH Med Assist mailbox with the links to the main ADAP webpage and the locations of important documents and forms.

- **The main ADAP webpage and the locations of important ADAP documents and forms can be found [here](#)**

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- **OA-HIPP forms and documents can be found [here](#)**

We will provide new links once the ADAP Website has moved to the new CDPH site.

Magellan ID Cards

Magellan will begin mailing new client ID cards to all ADAP clients starting on May 5, 2017. The updated cards include the ADAP Call Center phone number instead of the A.J. Boggs Customer Service phone number (which is currently being forwarded to the ADAP Call Center phone number). Magellan will mail the cards in weekly batches in alphabetical order by client last name. The anticipated mail-out completion date is July 20. We will alert enrollment workers when each batch is mailed out and the last name range that is included (i.e. last names that start with A through C).

ADAP Enrollment System

The AES was initially developed with the minimum functionality needed to ensure clients had ongoing access to medications and health insurance. We are continuing to ensure that the AES can meet the full range of needs. Current efforts are aimed at ensuring that the AES can support efficient and timely collection and management of client eligibility, medication assistance, and insurance coverage information. Ultimately, ADAP also needs a system that can support ongoing monitoring, evaluation, and improvement of its programs.

The AES is being developed in stages, with releases of features and improvements every four weeks to support eligibility management, system navigation, data exchange, reporting, quality assurance, and data security. ADAP coordinates each release with training and outreach to ensure enrollment workers and other users are aware of changes and can correctly use any new features.

Past Releases

Changes to the AES in the first quarter of 2017 were designed to ensure basic ADAP enrollment functionality as well as re-establish all data transfer functions to the pharmacy benefits manager, Magellan, and the insurance/medical benefits manager, Pool Administrator's Incorporated (PAI).

The design of the AES was heavily influenced by feedback and priorities provided to ADAP by enrollment workers prior to the transition to the current AES. These changes included:

- Ability to create and update ADAP client applications.
- Timely and efficient transfer of ADAP client information to Magellan and PAI.
- Data migration from A.J. Boggs and data cleaning.
- Smart logic to ensure data quality.

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- User onboarding.

Current Priorities

The current priorities for releases during the second quarter of 2017 are to:

- Complete the exchange of information between the AES and Magellan and PAI. This will be accomplished through timely and efficient transfer of information from these two systems back to the AES.
- Create features (e.g., application notes) allowing enrollment workers and ADAP Advisors to better communicate and assist clients.
- Add text notes that appear when a user moves their pointer (e.g., “hovers”) over application fields to help users quickly find information about what should be entered in a field.
- Add additional smart logic to help users navigate the system and quickly correct errors.

Future Plans

In order to ensure that the AES meets program needs, OA is planning to work on the following features in the future:

- Display and track medication and insurance assistance information from Magellan and PAI in the AES.
- Workload and case management features.
- Application and claims processing for the Pre-Exposure Prophylaxis (PrEP) Assistance Program, which is planned to start in early 2018.
- User Surveys.
- Ongoing improvements to usability.

On April 25, enrollment workers were sent an email from CDPH Med Assist informing them of AES functionality that took effect on April 27. A Job Aid was provided for enrollment worker use and reference. The functionality includes:

- Ability to remove a Temporary Access Period.
- A View Client Profile Button.
- A checkbox for Undetectable Viral Load.
- Optional private insurance information that is pre-populated when enrollment workers select “No, my plan was terminated”.

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- An on-screen announcement message to distinguish the difference between the training environment and the production environment.
- An added dis-enroll status on the client profile screen for clients who were dis-enrolled by an ADAP Advisor.

All of the changes are reflected in the [ADAP Enrollment System Job Aid](#). We will continue to inform enrollment workers in advance of new AES functionality being implemented.

Open Discussion/Question & Answer Session

1. Has the ADAP Enrollment System moved?

No, the ADAP Enrollment System has not moved. The CDPH website has moved. It is accessible at www.cdph.ca.gov and CDPH's old website will still be accessible at <http://archive.cdph.ca.gov>.

2. Will a client caseload be accessible in the ADAP Enrollment System?

Yes, in the future, a caseload report will be accessible in the ADAP Enrollment System.

3. What do I need to submit if my client is homeless?

At this time, please complete a Residency Affidavit form and keep it in the client's physical file at your enrollment site. Starting June 1, please submit the Residency Affidavit via the AES.

4. Can we keep faxing in ADAP applications?

Effective June 1, all enrollment workers must submit ADAP applications and all supporting documentation for ADAP enrollment, re-enrollment, recertification, and updates. ADAP enrollment, re-enrollment, recertification, and updates must be done online by all enrollment workers who have completed the AES WebEx training. The fax system will remain in place as a backup for technological emergencies and for those who have not yet completed the training.

5. How do we know who our Advisor is by regional unit?

Your advisor is the advisor listed for your particular site. Regional units reflect the internal organization of ADAP Advisors into groups led by one manager.

6. I am having trouble getting in touch with my ADAP Advisor.

If you are unable to reach your ADAP Advisor, please contact a manager or the ADAP Call Center for assistance.

7. Can I save an application mid-completion in the ADAP Enrollment System?

At this time, an application cannot be saved mid-completion. All required fields must be completed in order for the application to be successfully submitted.

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8. Can I complete an ADAP enrollment via telephone?

No, ADAP enrollment and re-enrollment must be done in-person.

9. How do I enroll someone in OA-HIPP?

Please use the [ADAP Confidential Fax Coversheet](#) and fax an [ADAP Program Application](#) with sections 1, 6, and 7 completed and a health insurance plan billing statement to the ADAP data processing center at (844) 421-8008.

10. Whom do we contact if we have modification suggestions for the ADAP Enrollment System?

Please contact your ADAP Advisor and they will forward your suggestion to the AES development team.

11. Whom do I contact if I experience technical difficulties with the ADAP Enrollment System?

Please call the ADAP IT support at 844-421-5091.

12. How is the Medicare Part D premium payment caseload broken up?

The [Medicare Part D premium payment program caseload](#) is broken up by client last name.

13. Where can I find the Spanish version of the ADAP Consent Form?

The [English](#) and [Spanish](#) ADAP Consent form is posted on the archive ADAP webpage.

14. Will we be able to print an ADAP application that is submitted online?

Printing an ADAP application may be possible via a future system enhancement.

15. How do I recertify a client via the ADAP Enrollment System?

In the ADAP Enrollment System, search for the client, click on the client ID number, then click the "SVF" button.

16. How do I submit medical out of pocket claim forms?

[Medical Out-of-Pocket Claim Forms](#) and supporting documentation must be submitted directly to Pool Administrators Inc. via fax, secure e-mail, or mail:

E-Fax Number: 860-560-8225

E-mail: CDPH_MBM_Fax@pooladmin.com

Mail: PAI-CDPH 628 Hebron Ave., Suite 100, Glastonbury, CT 06033

Next Call – June 7, 2017 – 9:30 am – 11:00 am