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State of California—Health and Human Services Agency  
California Department of Public Health



GAVIN NEWSOM  
Governor

OFFICE OF AIDS (OA)  
AIDS Drug Assistance Program (ADAP)

Management Memorandum  
Memorandum Number: 2019-17

DATE: SEPTEMBER 11, 2019  
TO: ADAP ENROLLMENT WORKERS  
SUBJECT: ADAP RECERTIFICATION PROCESS UPDATE

The purpose of this memo is to inform ADAP Enrollment Workers that the ADAP recertification process has changed to allow eligible clients to recertify over the phone. This option is available to ADAP clients who continue to meet ADAP eligibility requirements. If clients have not had any changes to residency and health insurance/other third-party payer coverage, and annual household income remains within program limits, they can now recertify over the phone by contacting the ADAP Call Center, their ADAP Advisor, or ADAP Enrollment Worker.

ADAP Staff and ADAP Enrollment Workers will confirm with clients over the phone that residency and health insurance/other third-party payer coverage has not changed, and annual household income remains within program limits. If the client attests over the phone that they still meet the ADAP eligibility requirements outlined above, the ADAP Staff or ADAP Enrollment Worker will update the ADAP Enrollment System (AES) by completing the following actions:

- Select "SVF" from the Client Profile
  - Answer "Yes, the information is current and accurate"
  - Select "Upload"
  - Select Document Type "Supporting Documentation"
  - Upload Self-Verification Form (SVF) Blank Supporting Document (BSD)  
[https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/Blank\\_Supporting\\_Document\\_SVF\\_Attachment\\_Final.pdf](https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/Blank_Supporting_Document_SVF_Attachment_Final.pdf)
  - Select "Submit SVF"
- Create the following Case Note on the Client Profile in the AES:
  - "Client attested via phone there are no changes to their residency and insurance coverage, and their annual household income is still within program limits. Processed SVF and uploaded SVF-BSD Document."

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

Thank you,

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

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