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California Department of Public Health



EDMUND G. BROWN JR.
Governor

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

Management Memorandum
Memorandum Number: 2014-06

Date: July 7, 2014

TO: LOCAL ADAP COORDINATORS
ADAP ENROLLMENT WORKERS

SUBJECT: CLIENT UPDATE FORMS FOR CLIENTS CO-ENROLLING IN OA'S
HEALTH INSURANCE PREMIUM PAYMENT (OA-HIPP) PROGRAM

The purpose of this memorandum is to provide guidance to ADAP Enrollment Workers (EWs) regarding the submission of Client Update Forms for ADAP clients who have recently submitted an OA-HIPP application for a newly acquired health plan.

Due to the time required for OA-HIPP to process a client's application, submit the premium payment to the insurance company, and for the insurance company to credit the payment to the client's account, there may be a delay in the effective date for insurance coverage. In order to secure insurance coverage, OA encourages clients to make premium payments until confirmation that OA-HIPP's premium payment has been sent to the plan.

Submission of a Client Update Form to ADAP's Pharmacy Benefits Manager (PBM), may result in the client's ADAP coverage code being changed to reflect private insurance coverage. If the private insurance coverage is not yet in effect at the time of the client's next prescription dispense date, the pharmacy will not dispense the drugs. The client will have to go to their ADAP EW to get an Eligibility Exception Request. This may cause the client to experience delays in getting their ADAP medications.

July 07, 2014

Thus, please adhere to the following guidance in order for your client to continue receiving ADAP services:

Submit a Client Update Form if the ADAP client has already submitted premium payment(s) directly to the insurance plan at the time of OA-HIPP application and payment has been applied by the plan.

Do Not Submit a Client Update Form if the ADAP client has not submitted premium payment(s) directly to the insurance plan or the payment has not been applied by the plan at the time of OA-HIPP application. The OA-HIPP staff that receives and processes the client's OA-HIPP application will notify ADAP's PBM of the health insurance coverage and effective date.

Please contact your OA ADAP Advisor if you have any questions regarding the content of this memo. The most current "OA/ADAP Staff Assignments by LHJ" list is available [on this link](#).

A handwritten signature in blue ink that reads "Celia Banda-Brown". The signature is written in a cursive, flowing style.

Celia Banda-Brown, Chief
ADAP Section
Office of AIDS