

California Department of Public Health, Office of AIDS
Statewide ADAP Enrollment Worker Conference Call Summary
August 24, 2016

Timely Medication Access

It is ADAP's goal to ensure all eligible clients have access to medications on the ADAP formulary within 24 hours of enrollment. We have been working diligently with A.J Boggs to resolve enrollment and medication access issues in a timely manner, while working with enrollment workers and stakeholders to address transition issues and challenges as they arise. Because of the magnitude and complexity of this transition, we proactively set some safeguards to ensure continuity of services for ADAP clients. We extended eligibility for existing clients through September 30, 2016. We also established an Emergency Access process for clients who do not have access to medications on the ADAP formulary and are at risk for treatment disruption.

If you have a **pharmacy related question or issue** please call Cynthia Reed Aguayo, ADAP Health Program Specialist, at (916) 449-5791 or Genevieve Lloyd, Magellan Pharmacist Account Executive, at (323) 327-7990 or email her at: gmlloyd@magellanhealth.com.

If you have a **medication access issue** please contact A.J. Boggs at (844) 550-3944. If the issue is not resolved within 24 hours please contact Irina Banar, ADAP Health Program Specialist, at (916) 449-5882.

If you have **questions regarding a pending application that is in "needs review" and/or ADAP policies** please contact your ADAP Advisor. The ADAP Advisor list is located on the Office of AIDS website at:

<http://www.cdph.ca.gov/programs/aids/Documents/ADAPStaffLHJAssignments.pdf>.

As applications are entered into the enrollment portal, ADAP staff are prioritizing review of applications for new clients and clients with expired eligibility end dates. We acknowledge there is a backlog of applications that need to be processed and we are developing a plan to get through those applications. We will share the plan on the next enrollment worker call on September 7, 2016.

Medical Out of Pocket Cost Overview

Pool Administrators Inc. (PAI) provides Medical Benefits Management services for ADAP clients co-enrolled in OA-HIPP. PAI will pay outpatient medical out-of-pocket costs that count towards the client's health insurance policy's annual out of pocket maximum. The medical out-of-pocket reimbursement benefit is available for claims incurred on or after July 1, 2016.

A flowchart of medical out-of-pocket reimbursement process is located on the Office of AIDS website at:

<http://www.cdph.ca.gov/programs/aids/Documents/MOoPCostClaimReqProcess.pdf>. For questions regarding this benefit, please contact, the PAI Customer Service Representative team Monday through Friday from 8:00 am to 5:00 p.m. at (877) 495-0990 and/or via fax at (860) 986-6205.

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PAI reached out to 1,000 providers prior to July 1, 2016 and established direct payment processes with approximately 10 percent of those providers. For medical providers who would like to establish a direct payment method for medical out of pocket costs, please have them contact the PAI Customer Service Representative team Monday through Friday from 8:00 am to 5:00 p.m. at (877) 495-0990.

If the client's provider does not have a direct payment method established with PAI, the client should request an invoice from the provider. The client and/or their enrollment worker will need to complete and submit a Medical Out-of-Pocket Claim Request Form and the supporting documentation via fax to A.J. Boggs at (844) 666-1411.

AJ Boggs update

The current ADAP enrollment portal development cycle plan can be seen here:

<http://www.cdph.ca.gov/programs/aids/Documents/ADAPEnrollmentPortalDevelCyclePlan.pdf>

The following enrollment portal functionality will be implemented the week of August 29, 2016:

- Application creation and submission on behalf of clients
- Options to select different types of forms: initial or re-enrollment, SVF with changes and with no changes, and updates
- Statewide look up for clients
- Combine Records for Duplicate Client Accounts
- Automatic ADAP ID assignment

Please provide feedback to support@CAMedAssist.org

The June, July, and the August SVFs with no changes that have been received to date have been processed and client eligibility has been extended. In addition, September SVFs were mailed on August 17, 2016 and October SVFs were mailed by August 24, 2016.

ADAP Calendar

ADAP developed a calendar that includes training dates and how to register for the training. The calendar also includes dates for Enrollment Worker calls. This calendar is posted on the Office of AIDS website at <http://www.cdph.ca.gov/programs/aids/Documents/ADAPCalendar8-122016.pdf>. It is also on the Enrollment Site and Forms page of the enrollment portal.