



RON CHAPMAN, MD, MPH  
Director & State Health Officer

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



EDMUND G. BROWN JR.  
Governor

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

Management Memorandum  
Memorandum Number: 2013-10

Date: August 14, 2013

TO: LOCAL ADAP COORDINATORS  
ADAP ENROLLMENT WORKERS

SUBJECT: NEW **PHARMACY BENEFITS MANAGER INCIDENT REPORT FORM**

This memorandum is to introduce the new “Pharmacy Benefits Manager Incident Report” form to ADAP Enrollment Workers (EWs) and Local ADAP Coordinators. OA created the form to provide EWs with a tool to raise Pharmacy Benefits Manager (PBM) enrollment services concerns which hinder efficient enrollment of clients into ADAP. The form is intended to help improve overall quality of PBM enrollment support services provided to EWs, which will ultimately improve the quality of services ADAP clients receive.

As needed, the form is to be completed by the EW and faxed directly to the EW’s assigned OA ADAP Advisor at the fax number provided on the form.

Please contact your OA ADAP Advisor if you have any questions regarding the new form. The most current “OA/ADAP Staff Assignments by LHJ” list is available on the OA website: <http://cdphinternet/programs/aids/Documents/ADAP-LHJStaffAssignments.pdf>

Celia Banda-Brown, Chief  
ADAP Section  
Office of AIDS

Enclosure



# AIDS Drug Assistance Program

## Pharmacy Benefits Manager (Ramsell) Incident Report

<b>Enrollment Worker Name</b>			
<b>Enrollment Worker ID #</b>		<b>Phone Number</b>	
<b>Date of incident</b>		<b>CSR Name (if applicable)</b>	
<b>Please check the type of incident below:</b>			
	No one answering phones	<i>number of calls attempted</i>	
	Excessive hold time on phones	<i>amount of time on hold</i>	
	Phone calls not returned	<i>number of messages left</i>	
	Not receiving confirmation(s) within 24 hours	<i>number of days delayed</i>	
	Receiving conflicting information/instruction	<i>Names of CSRs</i>	
	Having to re-fax enrollment documents	<i>Number of times refaxing</i>	
	Other (specify)		
<b>Provide specific details for the incident type(s) checked:</b>			
<i>(Example: left message on 2/1/13 &amp; 2/3/13 have not been called back)</i>			
<b>Email or fax the completed report to your OA Advisor</b>			<b>OA Fax #: (916) 449-5859</b>