



SONIA Y. ANGELL, MD, MPH  
State Public Health Officer & Director

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: 2020-06

DATE: March 16, 2020

TO: ADAP ENROLLMENT WORKERS

SUBJECT: ADAP Contingency Plan for Novel Coronavirus (COVID-19)

The purpose of this Management Memorandum is to notify ADAP enrollment workers of steps being taken by the California Department of Public Health (CDPH), Office of AIDS (OA) to minimize the exposure of ADAP clients to novel coronavirus, also known as COVID-19.

**Emergency Eligibility Extensions for Existing ADAP Clients**

For clients with expiring eligibility or expired eligibility back to March 1, 2020, ADAP is extending client eligibility an additional 90 days through June 30, 2020. This extension will be done entirely within the ADAP Enrollment System (AES).

**Remote Enrollment Process For New or Lapsed ADAP Clients**

New or lapsed clients enrolling in ADAP are now able to enroll over the phone with their enrollment worker. New or lapsed clients will still be required to provide documentation substantiating their eligibility for ADAP. In order to reduce the risk of a possible privacy incident, enrollment workers should e-mail the client an encrypted e-mail that the client can respond to with enrollment and supporting documentation. Clients who do not have the capacity to e-mail documentation should call the ADAP call center at 844-421-7050 or their enrollment worker for further assistance.

**Early Medication Dispense for Impacted Clients**

To ensure clients maintain an adequate supply of medication, ADAP has worked with its Pharmacy Benefits Manager (PBM), Magellan Rx Management, to allow for early medication refills and has extended the dispense quantity to 90-day fills.

**Please Note:** These measures apply to ADAP clients only. OA is evaluating separate measures for clients enrolled in the Pre-exposure Prophylaxis Assistance Program (PrEP-AP). ADAP enrollment workers are encouraged to reach out to clients with eligibility expiring between now and June 30, 2020 to inform them of these changes. Modifications to the ADAP call center greeting are also being done to relay these changes.

ADAP will continue to monitor the situation and make further adjustments as needed. Up to date information on COVID-19 in California is available at [www.cdph.ca.gov/covid19](http://www.cdph.ca.gov/covid19). If you have any questions regarding the contents of this Management Memorandum, please contact your ADAP advisor.



Thank you,

A handwritten signature in blue ink, appearing to read "Sandra Robinson", with a long horizontal flourish extending to the right.

Sandra Robinson, MBA  
ADAP Branch Chief  
California Department of Public Health