

California AIDS Drug Assistance Program

Frequently Asked Questions

August 31, 2021

ADAP Client Frequently Asked Questions (FAQs)

Q: What is the California AIDS Drug Assistance Program (ADAP) and how can this program help me?

A: California ADAP helps ensure that eligible people living with HIV (PLWH) have access to life saving medications and services.

Information about ADAP, such as how to apply, can be found on [ADAP's website](#), or by phoning the ADAP Call Center at 1--844--421--7050, available Monday to Friday, 8 AM - 5 PM (excluding holidays).

Pharmacy benefits for ADAP are administered by Magellan Rx, on behalf of the California Department of Public Health (CDPH), Office of AIDS (OA).

Q: What types of medication does ADAP cover?

A: ADAP covers antiretroviral therapies used in the treatment and suppression of HIV/AIDS, medications used for the treatment of HIV/AIDS-related opportunistic infections, and therapy for diseases that are prevalent in PLWH. For a full list of covered medications, please refer to the [ADAP Formulary](#)

Q: How do I know if my pharmacy is in the ADAP network?

A: Most pharmacies that serve Medi-Cal beneficiaries are also in the California ADAP pharmacy network. To find out if your pharmacy, or one near you, is in the ADAP network, please check our [pharmacy locator](#), which also provides helpful information on pharmacy hours and additional services they may offer.

Q: How can I get a copy of my ADAP Magellan Rx Pharmacy Benefits ID card?

A: Replacement ID cards can be requested by contacting Magellan Rx Call Center at 1-800-424-5906, available 24/7.

Q: If my primary insurance won't cover my medication, can ADAP cover the cost of my medication?

A: ADAP reimburses only for medications listed as covered on the ADAP Formulary. For a full list of covered medications, please refer to the [ADAP Formulary](#).

ADAP is the insurer of last resort and must be billed after your primary insurer(s). If your primary insurer has denied coverage of an ADAP formulary drug, and you have appealed this decision and received a written denial, you may submit a request to ADAP for coverage. Please contact Magellan Rx Call Center at 1-800-424-5906 for more information. You will be required to submit a copy of your insurer's appeal denial letter, which can be faxed to Magellan Rx at 1-800-424-5927.

Q: Has CDPH taken steps to ensure that ADAP clients have access to their formulary medications during the COVID-19 pandemic?

A: CDPH continues to actively monitor and [respond](#) to the spread of the novel coronavirus (COVID-19). To ensure ADAP clients have access to their medications, restrictions have been lifted for a maximum 30-day supply of medications for uninsured clients, as well as refill restrictions, and prior authorizations for some medications. Information about network pharmacies who provide mailing or delivery services during this pandemic can be found on the [Magellan Rx website](#).

ADAP Provider FAQs (for Pharmacies and Prescribers)

Q: What types of medication does ADAP cover and how do I complete a prior authorization (PA) request?

A: ADAP covers antiretroviral therapies used in the treatment and suppression of HIV/AIDS, medications used for the treatment of HIV/AIDS-related opportunistic infections, and therapy for diseases that are prevalent in people living with HIV (PLWH). For a full list of covered medications, please refer to the [ADAP Formulary](#). The ADAP formulary is constantly updated and information about recent changes can be found on the [Magellan Rx Bulletins page](#). Prior authorization requirements are noted with a “^” in the left-hand column of the posted formulary. Medications that require a PA form to be completed by the prescriber and/or pharmacy can be found on the [Magellan Rx Forms page](#). For medications that have prior authorization requirements but don’t have a PA form, please call Magellan Rx Call Center at 1-800-424-5906.

Q: Would the ADAP consider covering medications that are not on the formulary?

A: The ADAP has a closed formulary, therefore medications not on the formulary will not be paid. No exceptions or appeals are allowed.

Q: Why does the ADAP formulary have preferencing for brand antiretroviral therapies over generic?

A: The ADAP formulary has brand preferencing for many antiretroviral therapies for ADAP uninsured clients as part of their agreement with the manufacturers of these medications. To see what antiretroviral therapies have brand preferencing, please refer to the [ADAP Formulary](#). ADAP however, will cover co-pays for generic antiretroviral therapies for ADAP clients who have primary insurance (private insurance, Medi-Cal, and/or Medicare).

For non-antiretroviral medications on the ADAP formulary, CDPH/OA/ADAP mandates the use of generic products whenever possible in accordance with applicable law or regulations.

Q: How do I bill ADAP for a co-pay for clients who have prescription insurance (private insurance, Medicare, Medi-Cal Share of Cost)?

A: State ADAPs, as regulated by the Health Resources and Services Administration (HRSA), are the *payers of last resort*, meaning that ADAPs are not allowed to use their Ryan White HIV/AIDS Program (RWHAP) funds to pay for costs that are covered by other insurers or programs. Therefore, all other payers must be billed first prior to ADAP being billed.

For coordination of benefit claims, the only Other Coverage Codes (OCC) accepted are:

- **0:** Not specified by patient
- **8:** Claim Billing for co-pay

When using these OCCs, the pharmacy should NOT adjust the client's insurance priority by making ADAP as primary. *Doing so will result in claim rejection.* More information on billing ADAP claims can be found on [Magellan Rx payer specification document](#).

Q: Can we bill ADAP for the full prescription amount if the client's primary insurance (private insurance, Medi-Cal, or Medicare) has denied coverage?

A: ADAP will only consider full coverage of an ADAP client's prescription when **ALL** of the following are met:

- The medication being filled is on the ADAP formulary
- The client's primary insurer(s) has denied coverage of this ADAP formulary medication
- The client has appealed the denial to their primary insurer(s) and has received an appeal denial letter

Pharmacies attempting to bill ADAP for full coverage of an ADAP client's prescription when the client's primary insurer has denied coverage of their formulary medication should call Magellan Rx at 1-800-424-5906. Please be advised that a copy of the appeal for coverage denial letter by the client's primary insurer must be faxed to 1-800-424-5927 for verification as part of this process. If the coverage request has been approved by CDPH, the approval will be valid through the end of the calendar year. Pharmacies will need to resubmit annually at the start of the year, as health plans often change their coverage/formularies.

Q: I am filling a prescription for an ADAP client that has Medi-Cal Share of Cost (SOC). How do I verify this client's SOC for this prescription?

A: To bill ADAP for the medication co-pay for an ADAP client with Medi-Cal SOC, the pharmacy must verify the client's SOC by accessing the [Medi-Cal eligibility verification system](#).

For ADAP to cover the charges from Medi-Cal, the pharmacy must call Magellan Rx Call Center at 1-800-424-5906 to obtain a SOC override. When doing so, the pharmacy will be asked to confirm that the client's SOC information was verified and will need to provide **ALL** of the following:

- Date Medi-Cal SOC was verified
- The co-pay or cash price being applied to Medi-Cal SOC
- National Drug Code (NDC) of the medication being filled
- Quantity dispensed
- Days' supply

Q: I am trying to fill an ADAP client's prescription, but it looks like their eligibility just expired. Is it possible to get an exception to allow a fill of their formulary medications?

A: ADAP clients whose eligibility has lapsed *within* 30-days due to not re-enrolling or re-certifying timely can be granted a **one-time** medication dispense exception.

To find out if the ADAP client is eligible for this exception, please call Magellan Rx Call Center at 1-800-424-5906, available 24/7. Clients who are unable to obtain an eligibility exception should contact their enrollment worker or ADAP Call Center at 1-844-421-7050, available Monday to Friday, 8 AM-5 PM (excluding holidays).

Q: How can my pharmacy submit an application to join the ADAP pharmacy network?

A: Pharmacies in the ADAP network are required to have a Medi-Cal ID. Interested pharmacies who already have a Medi-Cal ID can submit an application to join the network by contacting Magellan Rx through the [contracts request web form](#).