Instructions for Submitting HIPP/MDPP Documents to ADAP

Purpose:
This document provides instructions to Enrollment Workers (EWs) on how to submit OA- HIPP (HIPP) and Medicare Part D Payment Program (MDPP) documents to ADAP. The instructions outline what is allowable and what will facilitate the most efficient processing.

Documents Types and Items Needed for Submission:
ADAP document coversheets are optional when submitting work items but required for faxes.

1. **HIPP Only Application or Binder Payment Request** – Client attestation (CDPH 8723) and billing documentation (eg. billing statement, completed COBRA election notice, Covered California Program Enrollment Summary screenshot).

Note: **Binder payment** - is defined as the initial payment made to a health plan to 'bind' a client to the plan, for the purposes of document submission instructions if a client is re-enrolling in the same health plan at open enrollment it is not considered a binder payment.

2. **ADAP/HIPP Application or Re-Enrollment** – Client attestation (CDPH 8723) and billing documentation (eg. billing statement, completed COBRA election notice, Covered California Program Enrollment Summary screenshot).
3. **HIPP Supporting Documents/Premium Update** – Supporting documents (eg. billing statement, completed COBRA election notice, Covered California Program Enrollment Summary screenshot).
4. **MDPP Request for Enrollment** – Client attestation (CDPH 8723) and note (e.g. "Client enrolling in MDPP").

Enrollment workers should never create a HIPP or MDPP work item and fax in the same HIPP/MDPP documentation. Submitting duplicate items will create more work, slowdown processing, and cause confusion.

Preferred method: Work Items
Submitting a work item via AES will facilitate the fastest processing of documents.

1. Create a work item as instructed in the job aid; attach supporting documents to the work item as listed above.

Acceptable, but not preferred method: Faxing
Enrollment workers should only use the fax as a back-up for submitting OA-HIPP and MDPP documentation such as company IT restrictions or policies. Documents will be processed but not as expeditiously as if submitted via work item.

1. Fax ADAP document coversheet and supporting documents to the CC/DPC (844-421-8008).

Not acceptable methods:
1. Fax only the ADAP document coversheet (unless a MDPP application) to the ADAP Data Processing Center and do not include supporting documents.
   - This document will not be processed; ADAP will have to follow up with the Enrollment Worker to submit documents.
2. Fax only the document coversheet (unless it is a MDPP application) to the ADAP Data Processing Center import supporting documents to AES.
   - This requires ADAP staff to do more research and may delay the timeliness of processing.
3. Attach HIPP/MDPP documents in AES no work item or fax.
   - ADAP will not know the documents were submitted and the documents will not be processed.