



# Maryland AIDS Drug Assistance Program

## FREQUENTLY ASKED QUESTIONS

### Program

**What are MADAP's hours of operation?**

MADAP's current hours of operation are Monday–Friday from 8:30am–4:30pm and we are open for walk-ins until 4pm.

**What is the main phone number for MADAP?**

The main phone number to contact a staff member at MADAP is 410-767-6536.

**What is the MADAP website address?**

The website to find all information about the MADAP program, including all important updates, is <https://health.maryland.gov/phpa/OIDPCS/Pages/MADAP.aspx>

**How can I apply for MADAP services?**

To apply for MADAP services, you can visit our website and download our application package, call us and we will mail you a hard copy of our application package, or you can visit our office at 1223 W. Pratt Street, Baltimore, MD 21223, Monday–Friday between the hours of 8:30am and 4:00pm.

### Eligibility

**How long does it take to process an application?**

Our application eligibility process typically takes 1-5 business days. This timeframe may vary depending on system limitations. Please reach out to the eligibility specialist assigned to you for more detailed information.

**Am I/client active? Can I check my/client's MADAP status?**

For questions about eligibility dates for clients, please email [client.services@maryland.gov](mailto:client.services@maryland.gov) or call our main line to be connected to your assigned eligibility specialist: 410 767-6535

**How do I check the status of an application?**

**Applications/documents received by email** should receive a response that the application has been forwarded to an eligibility specialist within 72 hours of submission. After that time, please allow 10-14 business days for processing due to current system limitations. If it has been more than 72 hours with no response, call the main line. If it has been more than 10-14 days, call the assigned eligibility specialist.

**Applications/documents received by walk-in** should be referred to the assigned eligibility specialist.

**Applications/documents received by mail/fax** should allow time for it to get to us, but you may call the main line to check if the application has been received.

**How long does it take to generate a temp MADAP ID# for NEW clients?**

We are no longer generating temporary MADAP ID numbers for new MADAP clients. Our client database is available for us to add new clients who will be assigned a permanent MADAP ID number.

**I just moved to Maryland, how long does it take for me to establish Maryland residency?**

The length of time to establish residency depends on the individual. However, to be eligible for MADAP you must provide proof of Maryland residency.

**Will you need to contact my employer?**

No. MADAP has does not need to contact your employer. We request proof of employment to ensure you are within income guidelines for eligibility.

**Will my information be confidential?**

Yes, all information collected is and will remain confidential.

**What happens if my income changes during my eligibility?  
Do I need to report that?**

Changes to income and or residency should be reported within 10 business days of the change.

## Pharmacy

**Can I get my medications from another pharmacy that's not in Maryland?**

MADAP is a part of the Maryland Pharmacy Program with a network of over 1,600 pharmacies that accept MADAP, including those in D.C., Virginia, Delaware, and Pennsylvania. MADAP benefits can be used at any pharmacy that accepts Maryland Medicaid. Please inquire with the pharmacy that is outside of Maryland first.

**Why was my copay really high when I went to pick up my medication?**

Eligible MADAP clients should have \$0 co-pay after a claim has been submitted by the pharmacy. First, ask your pharmacy what the rejection says when they submit your prescription. Second, reach out to a member of the pharmacy team at MADAP for assistance in resolving the issue or guidance on what may need to occur in order for the medication to be covered.

(410) 767-5957 — Nuria McKennie

(410) 767-5022 — Johannah Koch

(410) 767-5019 — David Oquist

**Why won't my medication prescription go through?**

There can be a number of possible issues as to why a prescription may be rejected at the pharmacy. First, ask your pharmacy what the rejection says when they submit your prescription. Second, reach out to a member of the pharmacy team at MADAP for assistance in resolving the issue or guidance on what may need to occur in order for the medication to be covered.

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**Why was I told that I need prior authorization, or that my claim was rejected at the pharmacy?**

MADAP currently only requires prior authorization for Hepatitis C treatment. The prior authorization form can be found on our website. If other medication is rejected, then there is an issue with the claim. First, ask your pharmacy what the rejection says when they submit your prescription. Second, reach out to a member of the pharmacy team at MADAP for assistance in resolving the issue or guidance on what may need to occur in order for the medication to be covered.

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## Insurance

**I'm turning 65. What do I need to do to enroll in Medicare?**

You should have received a letter from Medicare. If you did not receive any correspondence, please contact them directly at 1-800-MEDICARE.

**How do I know if I qualify for SPDAP?**

To participate in the Senior Prescription Drug Assistance Program, individuals must meet the following eligibility requirements:

- Show residency in Maryland for at least six months;
- Be a Medicare recipient; and
- Have an income at or below 300% of the Federal Poverty Level.

**I received notice that my insurance was terminated and need more information about the reinstatement process. How long will it take to be reinstated?**

For questions about insurance payments/terminations/reinstatements, please call our main line to be connected to an insurance specialist as these situations are handled on a case-by-case basis. If you have received a termination letter, NOTIFY MADAP IMMEDIATELY.

**Has my bill been paid?**

For questions about insurance payments/terminations/reinstatements for clients, please call our main line to be connected to an insurance specialist as these situations are handled case-by-case.

## General

**I need a Form 1095-A to file my taxes, Where can I find one?**

Please contact the Maryland Health Connection at their toll-free number, 1-855-642-8572, or log into your account at <https://www.marylandhealthconnection.gov/> to obtain a copy of the Form 1095-A or to request corrections to a form already received.

**Urgent MADAP questions**

Urgent MADAP was repealed from COMAR effective June 13, 2022.

**Network outage questions**

Please see <https://health.maryland.gov/incidentupdate/Pages/default.aspx> for more information.

**Unable to reach staff member e.g. Voicemail is full, has not responded to emails.**

In the event that you have not received a response from the staff member within 48 business hours, contact the Deputy for that unit.

## Center for HIV Prevention and Health Services

**Who can I contact for help with housing for people living with HIV/AIDS?**

Consult your Ryan White HIV/AIDS Program (RWHAP) or other HIV case manager for links to housing resources in your local jurisdiction. If you do not have a RWHAP case manager, contact the county or city local health department near you to learn how you can access case management services.

Case managers may have access to RWHAP transitional, short-term, or emergency housing assistance or links to the Housing Opportunities for Persons with AIDS (HOPWA) Program, which provides housing stability and rental assistance for persons with HIV/AIDS and eligible family members. Please note that RWHAP and HOPWA housing assistance may be contingent on available funding and eligibility requirements.

