February 18, 2022

On December 4, 2021, the Maryland Department of Health (MDH) experienced a network outage that impacted the MDH information technology systems, including the MADAP client database and network. The criminal investigation into this incident is ongoing and, at this time, there is no evidence that confirms that data was accessed or acquired due to this incident. See below for updates to details regarding how the MADAP program operations are navigating workarounds since previous updates on December 28th and February 7th.

We remain unable to access our client database, but now have limited access to the network. We have identified viable solutions to make eligibility determinations for established MADAP clients, and will need your help to work through the process. **We are now able to enroll new MADAP clients, and are working to add those new applicants that were previously approved but not provided an ID number.** The resource list for help with medication access gaps is below for those clients who may still need that assistance.

On February 10th and 11th, the MADAP office moved to a new location, and as of February 14th is now located at 1223 W. Pratt Street, Baltimore, MD 21223. Our walk-in hours are now 8:30 am - 4 pm Monday through Friday and our phone number is the same. Our fax lines are still on hold for now, so please do not fax items. Please use the client services email, USPS (or other mail service), or walk-in hours to provide documents.

Below you will find guidance related to access of MADAP services for established clients and guidance related to new/non-established clients.

**For established clients:**

- Due to our lack of access to client contact information (address, phone number, etc), we are unable to proactively mail out recertification applications in batches per usual at the beginning of each month. For clients who are due for recertification or need to reactivate their MADAP service, we are asking that a full MADAP application be completed and sent for processing. Please complete the application as much as possible and submit required supporting documents (proof of income and residency, and copies of insurance cards if applicable), to ensure that we have correct contact information to be able to communicate with the client/case manager and complete information to prevent delays in determinations. For now, the one page recertification application is on hold and will not be mailed out again until further notice. We are urgently processing all applications **manually** as they come in to us. The full MADAP application can also be accessed via our [website](mailto:Client.services@maryland.gov).

MDH, Client Services
Email: Client.services@maryland.gov
● To ensure that all documents are kept together, when submitting any documents separately from the MADAP application, please clearly write the client MADAP ID or client name on each page in the corner of the document.

● For application signatures, we are allowing case managers to sign on behalf of the client and we can make signature accommodations for those clients who want to email but are unable to print, sign, and scan the document back in. Please just contact your eligibility specialist for direction on this as it is handled on a case by case basis until we have full functionality. See here for updated MADAP staff contact list to identify appropriate eligibility specialists.

● Clients/case managers - if you(client)/your client’s eligibility is due to end or has ended, please proactively send your full MADAP application with supporting documentation to us via the 3 aforementioned methods. Again we do not have access to addresses and phone numbers to contact you, so your help is needed here. If your eligibility is NOT due to end and you are current at least through May, there is no need to submit an application at this time.

● Insurance premium payments - please continue to send insurance premium invoices. We are working with each of our insurance partners to address payment options. We have successfully resumed making payments to our insurance partners and are working through each carrier to submit payment. CareFirst has agreed to ensure that MADAP clients do not lose coverage during this time so please make sure, we have your invoices so that we can have your file updated with Carefirst. Other insurers are being handled on a case by case basis, as we have alternate methods of payment that we can use IF the insurer accepts it from a 3rd party payer and other workarounds to help maintain coverage.

● If your insurance has termed, but your eligibility with MADAP is active, we can provide a medication override while we work with the insurance partner to reinstate your insurance. Please contact a pharmacy specialist if you experience this issue at the pharmacy. Use the MADAP staff contact list for their contact information.

● Applications/insurance invoices can be sent via mail, email (encrypted preferred), or dropped off at the MADAP office during normal business hours. Please hold on faxing any documents to us at this time, access to them is limited and we cannot guarantee that faxed documents will be visible. Please know that faxes are not and have not been going to and sitting on an unmonitored fax machine. We are transitioning our fax lines to an email inbox. We will alert you when faxing can be resumed. Only use the aforementioned methods to send applications and supporting documents. Emailed applications can be sent to client.services@maryland.gov.

● Any client who is deemed to be ineligible for MADAP services will be contacted via phone to alert them. Denials are being mailed as well. Please ensure a working phone number is provided with application documents.

● Clients who provide an email address will be added to our listserv to receive communication from MADAP regarding updates to our services. We have added over 125 client email addresses thus far and will continue to add them as they are received.
For new/non-established clients:

- MADAP will generate a temporary client ID number for newly enrolled clients. We are working on adding all of the new applicants approved so that they can access MADAP services. Clients will be contacted to be provided their temporary MADAP ID numbers by their corresponding eligibility specialist. Once our system is fully functional, we will assign them permanent MADAP ID numbers.
- Patient assistance programs are listed [here](#) for options to provide medication for uninsured and underinsured clients.

For MADAP operations at the new location of 1223 W. Pratt Street:

- The phone lines will remain open and the number(s) will remain the same. We can be reached at 410-767-6535 from the hours of 8:30 am - 4:30 pm.
- You may walk in to receive help from 8:30 am - 4 pm.
- The email communication will remain the same. We can be reached via email at client.services@maryland.gov.
- MADAP applications will be updated with our new mailing address AND all mail will be forwarded to our new location if sent to Calvert during the transition period.

Find network incident and restoration updates [here](#). You may also refer to our website for access to current applications, a copy of this notice (and previous notices), and other program details.

We know that this is a difficult time for you, as it is for us as well, with the limited resources that we have. We can work through this together and are asking for your help in sharing information with those who may or may not have email communication. We appreciate your patience and understanding in advance. Please continue to check our website for the most current information on MADAP operations.

For any questions or concerns that you may have, please contact the MADAP office at 410-767-6535 or send us an email to client.services@maryland.gov.

Thank you,

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