ALAMEDA
Alliance
FOR HEALTH

PROVIDER PULSE

THE ALLIANCE SEES SIGNIFICANT GAINS IN **PROVIDER SATISFACTION**

Alameda Alliance for Health (Alliance) is committed to continuously improving our provider satisfaction. We are pleased to report that satisfaction among our providers increased to 79 percent, a significant improvement from a previous 58 percent rating only 2 years ago. The numbers reflect the results of a survey conducted by a third party firm in 2017, consisting of primary care physicians, specialty care physicians, and behavioral health clinicians in our network. The survey measured provider satisfaction and how well we are meeting their needs and expectations. Our providers were asked to rate their overall satisfaction, compare the Alliance to other health plans, rate coordination of care, and other aspects. When compared to other Medi-Cal health plans in Alameda County, the Alliance satisfaction scores were nearly 20 percent higher.

Furthermore, when our providers were asked whether they would recommend the Alliance to other physicians' practices, 88.8 percent of survey respondents said they would. "*I am proud to be part of an organization that truly values its providers*," said Alliance Chief Medical Officer, Dr. Steve O'Brien, "*as a physician myself, I understand that having a strong and satisfactory relationship with your contracted health plan means that providers can deliver more timely and quality health services to our members.*"

Over the last couple of years, we have moved from a programmatic to a member-centered approach, where the health and wellness of the whole person comes first. Our focus on the coordination of care that Alliance members receive, gives providers a greater opportunity to become better partners in delivering high quality care and services. We have worked to remove barriers to the delivery of care, improve operational efficiency and capacity, and strengthen communication with providers to better facilitate payments, authorizations and information about patients medical history.

"We know that provider satisfaction is tied to sustainable and effective health care systems," said Alliance CEO Scott Coffin, *"that is why we are proud that we were able to achieve a 21 percent increase in satisfaction that will not only ensure the well-being of our providers but also help us build a healthier Alameda County."*

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Over the next year, the Alliance will be developing a new provider portal that will offer detailed views of assigned members, historical utilization, and equip providers with care management resources to deliver the best possible care. As the local health plan of choice, we provide mission-driven and publicly accountable access to care, and we are dedicated to continuing to build a highly motivated provider workforce that promotes sustainable health care delivery practices.

If you have additional ideas on how we can improve our provider satisfaction we would love to hear from you. Please contact us at **providerpulse@alamedaalliance.org**.
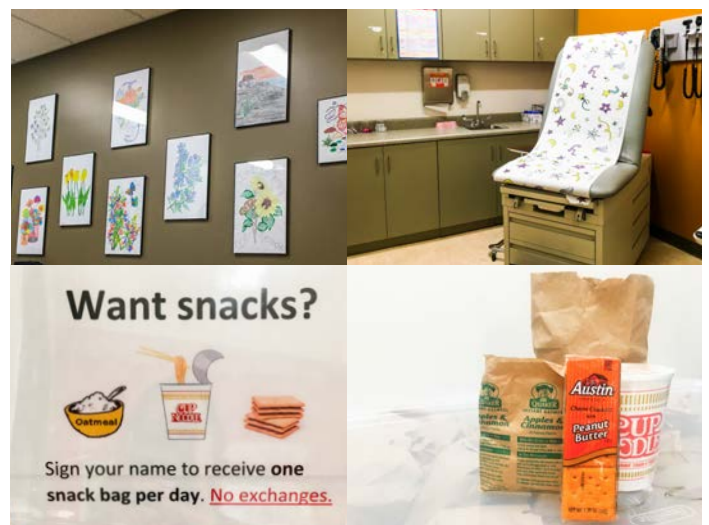
ALLIANCE INVESTMENT IN **CARE**

The Alliance is working hard to make profound changes in our community. Serving more than 265,000 members in every part of Alameda County, we remain dedicated to our mission to improve the quality of life throughout our diverse region. Over the past year we have been diligently working to grow and expand towards becoming a community-based, patient-centered, whole person care organization to better serve our members. We have invested in comprehensive intensive case management models of care such as Health Homes, as a path to sustained improvement in health outcomes. We would like to share an update about how our investment in care to treat the whole person, through our Health Homes Pilot program in partnership with our providers, is supporting our efforts to improve health.

ALLIANCE HEALTH HOMES PILOT AT **TRUST HEALTH CENTER**

Alameda County Health Care Services Agency (HCSA) in partnership with LifeLong Medical Care created Trust Health Center in 2013. The health center is a partner in the Alliance Health Homes Pilot and Alameda County's Whole Person Care Pilot, and helps people in our community, including Alliance members, receive important care and services. Trust Health Center is located in the heart of downtown Oakland and was created to help people who are most in need, such as adults with chronic disabling conditions, and histories of homelessness. They provide access to high quality

heart of downtown Oakland

recovery focused whole person care to address physical, mental, and social well-being, all in one location. The health center offers a welcoming environment for primary care visits, substance-use treatment, mental health counseling, health coaching, and other specialty care.

The Alliance's investment in the Health Homes Pilot has allowed Trust Health Center to build up a team of Community Health Workers to go out into the community and meet Alliance members and the health center patients at whatever location they feel most safe, including encampments, shelters, transitional housing or at hospitals. The Community Health Workers work closely with each patient to develop a personal care plan based on each patient's unique needs and priorities. They also assist

build trust patients with understanding how to live a healthier life, connect them to their medical and behavioral health teams, help ensure they have transportation and get to their appointments, as well as coordinate and support linkages to specialty care and community-based referrals. These efforts have been successful in building relationships with patients, and the response has been positive.

better health and better outcomes

From left to right: Paida Ndemera – Center/Clinic Director, Darlene Brown – Community Outreach Worker, and Andrea Zeppa – Intensive Case Manager.

Alliance members can be referred to the health center by calling the Alliance Provider Services Department
Monday - Friday, 8 am - 5 pm
Phone Number: **510.747.4510**

For more information about the Trust Health Center, please contact them at **510.210.5050**, or visit the LifeLong Medical Care website at **www.lifelongmedical.org.**

Trust Health Center also provides many other unique services for Alliance members and health center patients who are homeless, like a place to shower, a resource for free clothing, and offers free breakfast and lunch snack bags. Additionally, the health center has volunteers to assist patients with filling out housing applications. As a number of the health center patients are homeless, housing support is an impactful service which complements medical and mental health support, as well as care coordination. The health center helps a high risk, vulnerable population get connected to the care and services they need, build trust, and supports them along the way to better health and better outcomes.

The Alliance is proud to partner with Trust Health Center; together we are creating a healthier community for all.

SUPPLEMENTAL PAYMENTS FROM
PROPOSITION 56

In November 2016, California voters passed Proposition 56 which increased the tobacco tax by $2.00. The California Department of Health Care Services (DHCS) subsequently developed a supplemental payment program that requires Managed Care Plans, including the Alliance to make directed payments to individual providers rendering qualifying services.

During the last week of July the Alliance issued payments to providers who rendered eligible services between July 1, 2017 and April 30, 2018. For services rendered after May 1, 2018 payments will continue to be issued each month, 90 days after payment is received from DHCS. For more information on qualifying services, please visit the DHCS website at **www.dhcs.ca.gov**.

NEW **BEHAVIORAL HEALTH THERAPY** (BHT) BENEFIT EXPANSION

According to the Centers for Disease Control and Prevention (CDC), the number of children being diagnosed with autism spectrum disorder (ASD) is on the rise in our nation. The CDC defines ASD as a group of developmental disabilities that can cause social, communication, and behavioral challenges, and recommends BHT to treat the wide range of symptoms. Examples of BHT services include Applied Behavioral Analysis (ABA) sessions that provide parent training and activities to help children increase looking, listening, imitating, reading, conversation and adaptation skills.

Leading the nation, our State Medi-Cal program started covering BHT services for children under the age of 21 with an ASD diagnosis in 2014. On July 1, 2018 the Medi-Cal program expanded coverage of BHT services for all children under the age of 21, with or without an ASD diagnosis.

Here at the Alliance, we have an essential role in the new BHT expansion. We have worked with Beacon (our

Behavioral Health delegate), the Regional Center of the East Bay (RCEB), and our community of dedicated provider partners and loyal members to coordinate BHT services for more than 400 members since 2015. We will continue coordinate and ensure timely access to quality care and services to improve health and health outcomes for our members. This expansion is another example of the important work being done at all levels to advance health for all.

PROVIDER TRAINING

COMMUNITY RESOURCES FOR PROVIDER TRAINING OPPORTUNITIES

To learn more about upcoming training opportunities in our community, please visit the new Community Resources for Providers Training Opportunities section of our website **here**.

ALLIANCE IN THE COMMUNITY
CARE BAGS FOR THE HOMELESS

Earlier this year, local residents who serve on the Alliance Consumer Advisory Committee (CAC) teamed up with us to assemble and distribute 500 care bags to individuals experiencing homelessness throughout Alameda County. Care bags were hand delivered at six homeless shelters throughout the county, including Abode Services, Ariel Outreach Mission, Berkeley Emergency Storm Shelter, Building Futures, South Hayward Parish and St. Vincent de Paul. Care bags were also distributed at local churches, such as Acts Full Gospel and All Nations Pentecostal Prayer Church. The care bags included a pair of warm socks, a beanie hat, personal hygiene items, a first aid kit, a reusable water bottle, a $5 Subway gift card and a list of local shelters and winter warming stations.

The Chairperson and Vice-Chairperson of the CAC, Melinda Mello and Natalie Williams, brought the idea of assembling and distributing care bags to the Alliance CEO, stating it was important for the Alliance to lend an extra hand to those who are most in need. "With so many of our neighbors, friends and family members experiencing homelessness, I felt it was important to give back and provide essential items that are sometimes hard to come by," said Mrs. Mello.

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The Alliance hopes to continue and expand the annual distribution effort that includes participation from staff and community members to assist our county's most vulnerable residents.

If you have any ideas on how to help improve this program or would like to participate, please contact us at **providerpulse@alamedaalliance.org**.

WE WANT TO HEAR FROM YOU!

If you would like to be featured in the Alliance newsletters, have a story idea or a topic that you would like to see covered in the Alliance Provider Pulse newsletter, please contact us.

Email: **providerpulse@alamedaalliance.org**
Call Provider Services: **510.747.4510**

ALL FEEDBACK IS WELCOME!

PROVIDER CORNER

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