



2024 Quarter 2 Provider Packet

In-Person Visits by Provider Services have Resumed!

The Alliance is pleased to report that we have resumed in-person visits. Provider Relations Representatives are available to meet with you in person, by phone, and by virtual meetings.

Here are ways that you can access Alliance updates and reach out to us for assistance:

- Contact your Provider Relations Representative directly by email or phone:
 - Errin Poston: eposton@alamedaalliance.org, 1.510.747.6291
 - Shawanna Emmerson: semerson@alamedaalliance.org, 1.510.995.1202
 - Rosa Sanchez: rsanchez@alamedaalliance.org, 1.510.373.5664
 - Maria Rivera: mrivera@alamedaalliance.org, 1.510.747.6094
 - Loren Mariscal (delegated groups/hospitals): Imariscal@alamedaalliance.org, 1.510.995.1055
- Email us at providerservices@alamedaalliance.org
- Call our Provider Call Center at 1.510.747.4510
- Visit the provider section of our website at www.alamedaalliance.org/providers

THIS PACKET INCLUDES:

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| 1. Health Equity Race and Ethnicity Data Notice | 12.1. Provider Resource Guide |
| 2. Provider Demographic Attestation Form | 12.2. Alliance Wellness Programs & Materials Form |
| 3. Important Contacts for Providers | 13. Preventive Services Guidelines Update – February 2024 |
| 4. Join an Alliance Committee Today! | 14. Quality Improvement Technical Assistance Offerings |
| 5. Clinician & Group Consumer Assessment of Healthcare Providers and Systems Survey (CG-CAHPS) | 15. New Disease Management Program Announcement: Hypertension |
| 6. DHCS Survey Assessing Timely Access to Urgent and Non-Urgent Appointments | 15.1 Case and Disease Management Referral Form |
| 7. Timely Access Standards | 16. CA Quits Medi-Cal Coverage Tobacco Cessation Medications |
| 8. Initial Health Appointment (IHA) Provider Guide | 16.1. CA Quits Medi-Cal Coverage Tobacco Cessation Medications Factsheet |
| 9. Maternal Mental Health Program, | 17. The Alliance is Expanding Enhanced Care Management (ECM) and Community Support (CS) Services |
| 9.1. Behavioral Health (BH) Care – Referral Request Form | |
| 9.2. Maternal Mental Health Provider Guide | |
| 10. Centers for Disease Control and Prevention (CDC) – New 2022 Opioid Guidelines | |
| 11. 2023 Immunization Update | |
| 12. Patient Health Education & Referral | |

Accepting New Patients
 Accepting Existing Patients
 Not Accepting Patients

Comments: _____

Provider/Office Staff Print: _____

Provider/Office Staff Signature: _____



Important Request: Health Equity Race and Ethnicity Data

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction. We have an important update to share with you.

In 2023, the National Committee for Quality Assurance (NCQA) launched a new accreditation program focused on health equity. As an NCQA-accredited health plan, the Alliance requests your continued partnership in improving health equity across Alameda County.

The NCQA Health Equity Accreditation focus includes the following main points:

- Build an internal culture that supports external health equity work.
- Collect data that helps the Alliance create and offer provider networks language services mindful of the individuals' culture and linguistic needs.
- Identify opportunities to reduce health inequities and improve care.

Each provider may report their racial ethnicity and language information through any of the following options:

- During credentialing and re-credentialing: Include race/ethnicity and language information through the paper or application database for the Coalition for Affordable Quality Healthcare (CAQH).
- Complete and return the attached Alliance Provider Demographic Form to share your language information.
- Include available race/ethnicity and language data in rosters and electronic 274 flat files submitted to the Alliance. (Please contact us in advance if you would like to explore this option).

The Alliance will not include racial ethnicity data in any public-facing provider directory or provider data files. The data is intended to assist the Alliance in meeting accreditation guidelines and improving health equity by better meeting the needs of our diverse member population.

If a member contacts the Alliance to ask about a specific racial ethnicity or language information of a particular provider, the information will be made available upon request.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **510.747.4510**
www.alamedaalliance.org



We appreciate and thank you for the high-quality care you give your patients and your continued partnership in helping us create a healthier community for all.

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Provider Demographic Attestation Form

The Alameda Alliance for Health (Alliance) Provider Demographic Attestation Form is confidential. Filling out this form will help us better serve you. Please only complete the form if there are any changes.

INSTRUCTIONS:

1. Please type or print clearly.
2. Please complete the form and return by fax to the Alliance at **1.855.891.7257**.

For questions, please call the Alliance Provider Services Department at **1.510.747.4510**.

PROVIDER INFORMATION		
Provider/Clinic Name:	Provider Tax ID:	
Site Address:		
City:	State:	Zip Code:
Main Phone Number:		Fax Number:
Hours of Operation:		
Clinic Email Address:		
Languages Spoken:	Accepting Patients <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Only Existing	

PROVIDER NAME	PROVIDER NPI	IS THIS PROVIDER STILL AFFILIATED WITH THIS PRACTICE?
		<input type="checkbox"/> YES <input type="checkbox"/> NO
		<input type="checkbox"/> YES <input type="checkbox"/> NO
		<input type="checkbox"/> YES <input type="checkbox"/> NO
		<input type="checkbox"/> YES <input type="checkbox"/> NO
		<input type="checkbox"/> YES <input type="checkbox"/> NO

Date Update Completed (MM/DD/YYYY):
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Notes:

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ALAMEDA ALLIANCE FOR HEALTH

IMPORTANT CONTACTS FOR PROVIDERS

RESOURCE	CONTACT INFORMATION
ALAMEDA ALLIANCE FOR HEALTH (ALLIANCE)	
Alliance Main Number	Phone Number: 1.510.747.4500
Provider Services Department Monday – Friday, 7:30 am – 5 pm	Phone Number: 1.510.747.4510 Email: providerservices@alamedaalliance.org
Case and Disease Management (CMDM)	Phone Number: 1.877.251.9612 Fax: 1.510.747.4130
Claims – Online Status	www.alamedaalliance.org/providers
Eligibility	Automated Eligibility Line: 1.510.747.4505 www.alamedaalliance.org/providers
Grievance and Appeals	Phone Number: 1.510.747.4567 Members must follow the prompts to select their language and file a complaint.
Health Education Programs	Phone Number: 1.510.747.4577
Long-Term Care (LTC) Department	Telephone: 1.510.747.4516 Fax: 1.510.747.4191 Email: LTCHCS@Alamedaalliance.org
Member Services Department Monday – Friday, 8 am – 5 pm	Phone Number: 1.510.747.4567 Toll-Free: 1.877.932.2738 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929
Utilization Management (UM) Department	Phone Number: 1.510.747.4540 Disputes Fax: 1.855.891.7174 Routine/Urgent Requests Fax: 1.855.891.7174
ADVICE NURSE LINE	
Alliance Group Care Members	Toll-Free: 1.855.383.7873
Alliance Medi-Cal Members	Toll-Free: 1.888.433.1876
BEHAVIORAL HEALTH SERVICES	
988 Suicide and Crisis Lifeline	Toll-Free Hotline: 988
Alameda County Crisis Referrals – Crisis Support Services of Alameda County (Alliance Medi-Cal Members)	Toll-Free: 1.800.273.8255
Alameda County Behavioral Health (ACCESS) (Alliance Medi-Cal Members)	Toll-Free: 1.800.491.9099
Alliance Case and Disease Management (CMDM) Department (Alliance Medi-Cal and Group Care Members)	Providers may call to refer members: Phone Number: 1.510.747.4512 Toll-Free: 1.877.251.9612
Alliance Member Services Department (Alliance Medi-Cal and Group Care Members)	Phone Number: 1.510.747.4567
LABORATORY SERVICES	
Quest Diagnostics Laboratory (Alliance Medi-Cal and Group Care Members)	Toll-Free: 1.800.288.8008

RESOURCE	CONTACT INFORMATION
DENTAL SERVICES	
Alameda County Department of Adult and Aging Services In-Home Supportive Services (IHSS) Public Authority (Alliance Group Care Members)	Phone Number: 1.510.577.3552
Denti-Cal (Alliance Medi-Cal Members)	Toll-Free: 1.800.322.6384
NON-EMERGENT MEDICAL TRANSPORTATION (NEMT)	
ModivCare (Alliance Medi-Cal and Group Care Members)	Toll-Free: 1.855.891.7171 Fax: 1.877.457.3352
MEDICAL GROUPS CONTRACTED WITH THE ALLIANCE	
Children First Medical Group (CFMG) (Alliance Medi-Cal Members)	Authorization Phone Number: 1.510.428.3489 Provider Relations/Claims Phone Number: 1.510.428.3154
Community Health Center Network (CHCN) (Alliance Medi-Cal and Group Care Members)	Phone Number: 1.510.297.0200
INTERPRETER SERVICES	
CyraCom (24/7) (Alliance Medi-Cal and Group Care Members)	Phone Number: 1.510.809.3986 Pin Numbers: <ul style="list-style-type: none"> • Alliance Providers – 1004 • CFMG – 1002 • CHCN – 1001
Prescheduled Interpreter Requests (Alliance Medi-Cal and Group Care Members)	Fax: 1.855.891.9167
PHARMACY SERVICES	
Magellan at the Medi-Cal Rx Call Center (Alliance Medi-Cal Members)	Toll-Free: 1.800.977.2273
PerformSpecialty Pharmacy (Alliance Group Care Members)	Toll-Free: 1.855.287.7888 Fax: 1.407.734.4802
PerformRX (Alliance Group Care Members)	Toll-Free: 1.855.508.1713 Fax: 1.855.811.9329
VISION SERVICES	
EyeMed (Alliance Group Care Members)	Toll-Free: 1.866.723.0514
March Vision Care (Alliance Medi-Cal Members)	Toll-Free: 1.844.336.2724
TELEHEALTH SERVICES	
Teladoc (Alliance Medi-Cal and Group Care Members)	Members can download the Teladoc app for their mobile phone or call Teladoc: Toll-Free: 1.800.TELADOC (1.800.835.2362)

For questions, please contact:
Alliance Provider Services Department
Monday - Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
Email: providerservices@alamedaalliance.org



Now Recruiting Physicians and Community Providers: Join an Alliance Committee Today!

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are sending this information to invite our contracted physicians and community providers to join our committees.

We are looking for Alliance contracted physicians (MD or DO), primary care providers (PCPs), specialists, psychologists, safety-net providers, Federally Qualified Health Centers (FQHCs), behavioral health care providers, regional centers, local education authorities, dental providers, Indian Health Service (HIS) facilities, and home, and community-based organizations (CBO) that represent Alameda County. A stipend is available to all committee members.

Below are our new and existing committees and meeting frequency (some meetings are virtual):

- Community Advisory Committee (CAC) – Meets Quarterly, four (4) times a year
- Community Advisory Selection Sub-committee – Anticipated to meet two (2) – four (4) times a year.
- Quality Improvement Health Equity Committee – Meets quarterly, four (4) times a year
- Peer Review Credentialing Committee (PRCC) – Meets monthly, every third Tuesday
- Pharmacy & Therapeutics (P&T) Committee - Meets quarterly, four (4) times a year

We have several openings and are happy to review specific eligibility criteria, duties, schedules, and the availability needed for attendance of any of the committees.

If you are interested or want to learn more about any of the committees listed above, please email us at providerservices@alamedaalliance.org.

We appreciate and thank you for the high-quality care you give your patients and your continued partnership in helping build a healthier community for all.

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Important Reminder: Clinician & Group Consumer Assessment of Healthcare Providers and Systems Survey (CG-CAHPS)

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction.

Quarterly, the Alliance conducts a Clinician & Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS) Survey to monitor timely access for **In-Office Wait Time**, **Time to Answer Call**, and **Call Return Time**, during regular business hours in provider offices.

About The Survey

Providers: In-network Alliance primary care providers (PCPs).

Methodology: Every quarter, the Alliance selects and surveys a randomized sample of Alliance members who have seen their providers in the last six (6) months. A survey is mailed out to members and the responses received are anonymous.

Results: Survey results are shared with providers to identify opportunities for improvement.

In-Office Wait Time Question: Thinking about your visits to this doctor in the last 6 months, how many minutes did you wait, before you were seen by the doctor?

Time to Answer Call Question: In the last 6 months, when you called this provider's office during regular office hours, how long did you wait to speak to a staff member?

Call Return Time Question: In the last 6 months, when you called this provider's office during regular office hours and left a message, when did you get a callback?

Provider offices are **contractually obligated** to follow the Timely Access Standards. Please note that providers who appear to have not complied with the Timely Access Standards according to the member experience base survey may result in a corrective action plan.

On the next page, please find a table that outlines the required appointment time frames.

Thank you for your continued partnership and for providing high-quality care to our members and the community.

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Timely Access Standards*

Alameda Alliance for Health (Alliance) is committed to working with our provider network in offering our members the highest quality of health care services.

Timely access standards* are state-mandated appointment timeframes for which you are evaluated.

All providers contracted with the Alliance are required to offer appointments within the following timeframes:

APPOINTMENT WAIT TIMES	
Appointment Type:	Appointment Within:
Urgent Appointment that <i>does not</i> require PA	48 Hours of the Request
Urgent Appointment that <i>requires</i> PA	96 Hours of the Request
Non-Urgent Primary Care Appointment	10 Business Days of the Request
First Prenatal Visit	2 Weeks of the Request
Non-Urgent Appointment with a Specialist Physician	15 Business Days of the Request
Non-Urgent Appointment with a Behavioral Health Provider	10 Business Days of the Request
Non-Urgent Appointment with an Ancillary Services Provider for the diagnosis or treatment of injury, illness, or other health conditions	15 Business Days of the Request

ALL PROVIDER WAIT TIME/TELEPHONE/LANGUAGE PRACTICES	
Appointment Type:	Appointment Within:
In-Office Wait Time	60 Minutes
Call Return Time	1 Business Day
Time to Answer Call	10 Minutes
Telephone Access – Provide coverage 24 hours a day, 7 days a week.	
Telephone Triage and Screening – Wait time not to exceed 30 minutes.	
Emergency Instructions – Ensure proper emergency instructions.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	

*Per DMHC and DHCS Regulations, and NCQA HP Standards and Guidelines

PA – Prior authorization

Urgent Care – Services required to prevent serious deterioration of health following the onset of an unforeseen condition or injury (i.e., sore throats, fever, minor lacerations, and some broken bones).

Non-urgent Care – Routine appointments for non-urgent conditions.

Triage or Screening – The assessment of a member’s health concerns and symptoms via communication with a physician, registered nurse, or other qualified health professional acting within their scope of practice. This individual must be trained to screen or triage, and determine the urgency of the member’s need for care.

Shortening or Extending Appointment Timeframes – The applicable waiting time to obtain a particular appointment may be extended if the referring or treating licensed health care practitioner, or the health professional providing triage or screening services, as applicable, acting within the scope of their practice and consistent with professionally recognized standards of practice, has determined and noted in the member’s medical record that a longer waiting time will not have a detrimental impact on the health of the member.

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Important Reminder: DHCS Survey Assessing Timely Access to Urgent and Non-Urgent Appointments

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction.

Every quarter, the California Department of Health Care Services (DHCS) requires Medi-Cal managed care health plans (MCPs) to monitor timely access to **urgent** and **non-urgent appointments** in provider offices.

The survey was placed on hold due to the COVID-19 public health emergency (PHE) in 2020 and resumed in January 2022.

About The Survey

Providers: The in-network survey includes primary care providers (PCPs), specialist physicians, psychiatrists, non-physician mental health (NPMH) providers, and ancillary providers.

Methodology: Every quarter, DHCS selects and surveys a randomized sample of Alliance network providers. DHCS will make three (3) call attempts to each provider's office to conduct the survey.

Questions: The survey solicits answers about the next three (3) available appointment dates and times for:

1. **Urgent and non-urgent services** for PCP, specialist, psychiatrist, and NPMH providers.
2. **Non-urgent services** for ancillary providers.

Provider offices are **contractually obligated** to complete the survey. Please note that unresponsiveness/refusal to comply with the survey may result in a corrective action plan.

The table on the next page outlines the required appointment time frames.

Thank you for your attention and assistance in completing the DHCS QMRT Survey and for your continued partnership and for providing high-quality care to our members and the community.

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Initial Health Appointment (IHA)

Provider Guide

Alameda Alliance for Health (Alliance) values our dedicated provider partner community, and we are here for you. We are sharing the Alliance Initial Health Appointment Provider Guide to share an overview of the requirements and best practices. An initial health appointment (IHA) is a comprehensive assessment completed during a patient’s initial encounter(s) with their primary care provider (PCP). The IHA is part of the Alliance’s Population Needs Assessment to ensure that we determine and address the health needs of our members by providing access to preventive health care, timely screenings, and referrals. The California Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid require new members to receive an Initial Health Appointment (IHA) within 120 days of becoming an Alliance member.

For more information, please email the Alliance Quality Improvement (QI) Department at deptQIteam@alamedaalliance.org.

IHA Requirements

<p><u>Exam</u></p> <p>The IHA consists of a complete health exam including (see page 2 for a detailed outline):</p> <ul style="list-style-type: none"> • History of present illness • Physical and mental health exam • Identification of risks per PCP assessment • Age-appropriate preventive screens or services • Health Education • Diagnoses and plan of treatment for any disease 	<p><u>Practitioners who can administer the IHA:</u></p> <ul style="list-style-type: none"> • PCPs: General practice, internal medicine, pediatrics, obstetrics/gynecology, family practice • Non-physician mid-level providers: Nurse practitioner, certified nurse midwife, physician assistant, clinical nurse specialist, PCPs in training
<p><u>Timeline for completing the IHA:</u></p> <ul style="list-style-type: none"> • The IHA should be completed within 120 days of the member’s enrollment with the Alliance unless it’s determined the member’s medical record contains complete and current information that meets all IHA requirements updated within the previous 12 months: <ul style="list-style-type: none"> ○ Documentation of previously completed IHA components must be included in the member’s medical record. ○ <u>For members under 18 months of age, the IHA should be completed within 120 days following the date of enrollment or within the periodicity timeline established by the American Academy of Pediatrics (AAP) for ages two (2) and younger, whichever is less.</u> • The effective date of enrollment is defined as: <ul style="list-style-type: none"> ○ The first of the month following the notification from DHCS the member is eligible to be an Alliance member. ○ For infants born to Alliance members, the effective date of enrollment is the date of birth. 	<p><u>Medical record documentation requirements:</u></p> <ul style="list-style-type: none"> • If you cannot reach a member, document <u>at least two (2) additional attempts</u> to schedule/reschedule the appointment. • For a missed scheduled PCP appointment, documentation must include all the following: <ul style="list-style-type: none"> ○ One (1) attempt to contact the member by phone. ○ One (1) attempt to contact the member by letter or postcard sent to the address in the Alliance’s records. ○ Good faith effort to update the member’s contact information. ○ Attempts to perform the IHA at subsequent member office visit(s) • Document the status of preventive services recommended by the USPSTF Guide to Clinical Preventive Services for adults, or the AAP/Bright Futures age-specific guidelines for children. Offer any preventive services that are due based on age and periodicity. • If a member or a member’s parent/guardian refuses an IHA, a statement signed by the member must be documented in the medical record. If the member refuses to sign a statement, the verbal refusal of services can be documented.

Best Practices

- Document all outreach attempts in the medical record. Outreach attempts can include a combination of outreach calls and mailings.
- Utilize gap-in-care reports for an updated list of assigned members who require an IHA.
 - The Alliance identifies all members with no record of completing an IHA monthly. The reports are available to providers through the provider portal or Secure File Transfer Protocol (SFTP).
- When responding to an IHA audit, submit documentation for all visits that pertain to IHA completion.

- Use CPT codes in the chart on page 2 to code visits where the IHA was completed.
- Include procedures for follow-up on missed appointments, no-shows, and referrals within 60 days based on risk factors.

Resources

American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care: www.aap.org/periodicityschedule

US Preventive Services Task Force Guide to Clinical Preventive Services:

www.uspreventiveservicestaskforce.org/uspstf/topic_search_results?topic_status=P

CDC STI Screening Recommendations: www.cdc.gov/std/treatment-guidelines/screening-recommendations.htm

CPT Codes that qualify for IHA

Provider	CPT Codes	Z Codes	Description
Behavioral Health	96156		Health behavior assessment, or re-assessment (i.e., health-focused clinical interview, behavioral observations, clinical decision making)
OB/Gyn	59400, 59425, 59426, 59430, 59510, 59610, 59618	Z1000, Z1008, Z1020, Z1032, Z1034, Z1036, Z1038	Under vaginal delivery, antepartum and postpartum care procedures, under cesarean delivery procedures, under delivery procedures after previous cesarean delivery, under delivery procedures after previous cesarean delivery
PCP	99202-99205, 99461	Z1016	Office or other outpatient visit for the evaluation and management of new patient
PCP	99211-99215	Z00.01, Z00.110, Z00.111, Z00.8, Z02.1, Z02.3, Z02.5	Office or other outpatient visit for the evaluation and management of an established patient with PCP but new to the Alliance
PCP	99381-99387		Comprehensive preventive visit and management of a new patient
PCP	99391-99397		Comprehensive preventive visit and management of an established patient with PCP but new to the Alliance

Detailed Outline: IHA Components

1. Comprehensive Physical and Mental Status Exam – This exam is conducted to assess and diagnose both acute and chronic conditions.
 - a. History of Present Illness
 - b. Past Medical History
 - Prior major illness and injuries
 - Current medications
 - Allergies
 - c. Social History
 - Marital status and living arrangement
 - Current employment
 - Occupational history
 - Use of alcohol, drugs, and tobacco
 - Level of education
 - Sexual history
 - Any other relevant social factors
2. Identification of risks – The Alliance adheres to the provision of all medically necessary diagnostic, treatment, and follow-up services which are necessary given the findings or risk factors identified in the IHA. The Alliance ensures that these services are initiated as soon as possible but not later than 60 days.
 - a. This may include items including family history contributing to member disease, lifestyle that contributes to disease, and/or primary medical disease that may contribute to worsening secondary disease.
3. Preventive Services
 - a. Asymptomatic Healthy Adults
 - Document the status of current USPSTF Grade A and B recommended services.
 - b. Members under 21 years of age
 - Document the status of current AAP/Bright Futures age-specific assessments and recommended services.
4. Health Education
5. Diagnoses and Plan of Care



Provider Guidelines: Maternal Mental Health Program

Alameda Alliance for Health (Alliance) values our provider partner community and appreciates all your hard work to protect the health and well-being of our members. We have an important update that we would like to share with you.

In 2022, California signed Senate Bill (SB) 1207 into law. SB 1207 requires health care service plans like the Alliance to develop Maternal Mental Health programs that are designed to promote quality and cost-effective outcomes. Under this mandate, the Alliance created program guidelines that aim to support members at risk for perinatal depression during pregnancy and in the first year after birth and include quality measures to encourage screening, diagnosis, treatment, and referral.

The Alliance's Maternal Mental Health program helps members in the perinatal period achieve optimum health by offering:

- Outpatient behavioral health care services
- Substance use disorder (SUD) services
- Doulas
- Care coordination
- Health education resource materials
- Breastfeeding support

All members who are pregnant or in the first year after birth should receive a depression screening. Depending on their level of severity, the member should be offered or referred to the appropriate mental and behavioral health services. Please refer to the attached guidelines for a list of programs and resources. Providers can refer their patients to a combination of these programs based on their needs.

Providers may also refer patients by completing and submitting the Alliance Behavioral Health (BH) – Referral Request Form. To access the form, please visit the Alliance website at www.alamedaalliance.org/providers/provider-forms. We have also included a copy of the form along with this notice.

Our goal is to provide the highest levels of customer service and help your patients reach their health goals. Please feel free to reach out to us with any questions. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org



Behavioral Health (BH) Care – Referral Request Form

The Alameda Alliance for Health (Alliance) Behavioral Health (BH) Care – Referral Request Form is confidential. Filling out this form will help us better serve our members. Please submit this form for routine referrals only (appointments within 10 business days). For expedited, urgent, or emergent behavioral health care services, DO NOT submit this form, please call toll-free at **1.855.856.0577** for immediate triage and referral.

INSTRUCTIONS

1. Please print clearly, or type in all of the fields below.
2. Please fax the completed form to the Alliance Behavioral Health Department at **1.855.891.9168** or send a secure email to **deptbhmentalhealth@alamedaalliance.org**.

For questions, please call the Alliance Provider Services Department at **1.510.747.4510**.

PLEASE NOTE: If this referral is for autism evaluation, behavioral health treatment/applied behavioral analysis (BHT/ABA), please complete the attached Behavioral Health (BH) Care – Autism Evaluation, BHT/ABA Referral Form.

SECTION 1: MEMBER INFORMATION

Last Name: _____ First Name: _____
Date of Birth (MM/DD/YYYY): _____ Age: _____ Gender: Male Female
Address: _____
City: _____ State: _____ Zip Code: _____
County: _____ Phone Number: _____
Alliance Member ID #: _____
Notes:

SECTION 2: REQUESTING PROVIDER INFORMATION

Request Date (MM/DD/YYYY): _____ Organization Name: _____
Last Name: _____ First Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Notes:

SECTION 3: REFERRAL INFORMATION

Is the member aware of this referral request? Yes No

Is the member in agreement with this referral? Yes No

Message to the behavioral health care provider:

SECTION 4: DIAGNOSIS

DSM Code:

Description:

1. _____
2. _____
3. _____
4. _____

SECTION 5: REFERRAL INFORMATION

Service Requested: _____

Select the preferred referral for a behavioral health care provider (please select only one (1)):

- Refer to the first available behavioral health care provider
- Refer to a specific in-network Alliance behavioral health care provider

Behavioral Health Care Provider Full Name: _____

Mental Health Evaluation/Services

Is the referral a patient request? Yes No

Has the member previously taken behavioral health medication? Yes No

Is the member currently taking behavioral health medication? Yes No

Is the member currently in psychotherapy (talk therapy)? Yes No

Behavioral Health Care Treatment/Evaluation Services for Autism Spectrum Disorder (ASD)

Select the following services based on the member's needs (please select all that apply):

- Autism evaluation and/or BHT/ABA
(If selected, please complete the attached BH Care – Autism Evaluation, BHT/ABA Referral Form)
- Additional assessment services
- Speech assessment/therapy
- Other: _____

SECTION 5: ADDITIONAL INFORMATION

Please provide any additional information you would like to communicate to the behavioral health care provider or Alliance care manager:

SECTION 6: REFERRING PROVIDER SIGNATURE

Full Name (Print): _____

Signature: _____ Date: _____

Maternal Mental Health

Provider Guide

Alameda Alliance for Health (Alliance) values our dedicated provider partner community, and we are here for you.

In 2022, California signed Senate Bill (SB) 1207 into law. SB 1207 requires health care service plans to develop a Maternal Mental Health program to promote quality and cost-effective outcomes.

The Alliance Maternal Mental Health program guidelines below aim to support members at risk for perinatal depression during pregnancy and in the first year after birth and include quality measures to encourage screening, diagnosis, treatment, and referral.

Maternal Depression Screening Guidelines

Evidence-based Screening Tools

Providers are encouraged to use one of the following evidence-based screening tools when conducting a screening:

- Edinburgh Postnatal Depression Scale (EPDS)
- Patient Health Questionnaire-2 (PHQ-2)
- Patient Health Questionnaire-9 (PHQ-9)

Administering Depression Screening Tools:

- Clinical support staff can provide screening tools to patients.
- After a patient completes the screening tools, they should be scored by clinical staff.
- Scoring must be completed before the patient leaves their appointment.
- The responsible licensed provider should be made aware of positive screening score(s) if they did not administer the screening tools or did not score.

Frequency of Screening: The Alliance requires providers to follow the American College of Obstetrics and Gynecology (ACOG) and Bright Futures/American Academy of Pediatrics (AAP) guidelines for perinatal screening.

I. Screenings are *required* at the following times:

- a. At least once during each pregnancy and
- b. At least once during the postpartum period

II. Screenings are *recommended* at the following times:

- a. At the first prenatal visit and again later in pregnancy
- b. At the postpartum visits (at least once 7-84 days after the birth)
- c. At the Well-infant visits at 1, 2, 4, and 6 months

III. Screenings for *partners* are *encouraged* at the following times:

- a. At the six (6)-month well-infant visit

Best Practices

- Patients should receive enough time to complete the screening tool thoughtfully.
- If you cannot reach a patient or the patient fails to show up for a prenatal/postpartum appointment, document at least two (2) attempts to schedule/reschedule the appointment.
- Document all outreach attempts in the medical record. Outreach attempts can include a combination of outreach calls and mailings.

HEDIS Measurement Year 2024 – Technical Specifications

Prenatal Depression Screening and Follow-Up (PND-E)

Deliveries in which members had a documented result for depression screening, using an age-appropriate standardized screening instrument, performed during pregnancy (on or between the pregnancy start date and the delivery date).

Postpartum Depression Screening and Follow-Up (PDS-E)

Deliveries in which members had a documented result for depression screening, using an age-appropriate standardized instrument performed during the 7-84 days following the delivery date.

After Completion of the Screening

All members, depending on their level of severity, should be offered or referred to the appropriate mental and behavioral health services. Below is a list of programs and services offered by the Alliance. Providers can refer their patients to a combination of these programs based on their needs.

Health Care Services	Description	How to Refer
Behavioral Health	<p>The Alliance provides outpatient behavioral health care services. Prior authorization (approval) is not required for routine outpatient behavioral health care services with contracted therapists and psychiatrists.</p> <ul style="list-style-type: none"> • Alliance Medi-Cal Members: This includes <i>mild to moderate mental health conditions</i>. • Alliance Group Care Members: This includes <i>outpatient and specialty mental health services</i>. 	<ul style="list-style-type: none"> • Find a behavioral health care provider in our network through the online Alliance Provider Directory at www.alamedaalliance.org. • Complete and submit the Alliance Behavioral Health (BH) – Referral Request Form at www.alamedaalliance.org/providers/provider-forms.
	<p>ACCESS Program (Acute Crisis Care and Evaluation for Systemwide Services) – ACCESS is a telephone service staffed by licensed mental health clinicians and administrative support for general behavioral health questions and determining eligibility for a range of outpatient services.</p>	<p>Monday – Friday, 8:30 am – 5 pm Toll-Free: 1.800.491.9099</p> <p>*After-hours calls are answered by the Crisis Support Services of Alameda County.</p>
Breastfeeding Support	<p>Members can also get support with breastfeeding and food at Women, Infants, and Children (WIC). Medi-Cal members are eligible for WIC.</p>	<ul style="list-style-type: none"> • Learn more about WIC or search for an office at myfamily.wic.ca.gov. • For other breastfeeding support resources for members, please visit the Live Healthy Library – Breastfeeding page on the Alliance website at www.alamedaalliance.org/live-healthy/live-healthy-library/breastfeeding.
	<p>The Alliance offers lactation support with Alta Bates Summit Medical Center.</p>	<p>Members can call to schedule an appointment Monday – Friday, 9 am to 4 pm Phone Number: 1.510.204.6546</p>
Case and Disease Management (CMDM) Programs	<p>The Alliance CMDM Program is available to help you care for your complex patients and is provided at no cost to them.</p> <p>Program example:</p> <ul style="list-style-type: none"> • BirthWise Wellbeing – This program is designed to assist members in finding the care they need whether that be Doula services, health education, and/or a behavioral health provider. 	<p>Complete and submit the Alliance CMDM Program Referral Form at www.alamedaalliance.org/providers/provider-forms.</p> <p>Please Note: The Alliance may also contact the members to see if they want to enroll. Members may also self-refer.</p>

Health Care Services	Description	How to Refer
<p>Doula Services</p>	<p>The Alliance Doula Program provides personal, emotional, and physical support to women and families throughout a woman's pregnancy, childbirth, and postpartum experience. Doula services include health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion.</p> <p>All Medi-Cal members who are pregnant or were pregnant within the past year are eligible for doula services through the DHCS Standing Recommendation, for up to eight (8) visits during the perinatal period.</p>	<ul style="list-style-type: none"> Find a doula in our network through the online Alliance Provider Directory at www.alamedaalliance.org. Members may also self-refer: Alliance Member Services Department Phone Number: 1.510.747.4567 Toll-Free: 1.877.932.2738 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929 Additional services beyond eight (8) visits require provider recommendation. To make a request, please complete and submit the DHCS Medi-Cal Doula Services Recommendation form at www.dhcs.ca.gov/provgovpart/Pages/Doula-Services.aspx.
<p>Enhanced Care Management (ECM)</p>	<p>ECM provides extra services to help members get the care they need to stay healthy and coordinate the care from different doctors and others involved in their care plan.</p>	<ul style="list-style-type: none"> An Alliance provider may submit a referral to the Alliance. Members may call to see if they are eligible: Members may also self-refer: Alliance Member Services Department Phone Number: 1.510.747.4567 Toll-Free: 1.877.932.2738 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929
<p>Health Education Materials and Programs</p>	<p>The Alliance partners with many local agencies and providers to offer health education services and materials. Below are some examples of resources members can receive in the perinatal period:</p> <p>Pregnancy Care Book: This book provides members with information on how to maintain a healthy pregnancy through each trimester. There are also resources for postpartum care.</p> <p>Preventive Health Care Book: This book provides members with information regarding preventive care such as well-care visits, vaccines, and screenings.</p> <p>Providers can also find a listing of health education offerings and community referrals in the Alliance Provider Health Education Resource Directory at www.alamedaalliance.org/providers/patient-health-wellness-education.</p>	<ul style="list-style-type: none"> Download materials and forms at www.alamedaalliance.org/live-healthy Members can complete and mail the Alliance Member Wellness Programs and Materials Request Form Providers can fax the Provider Wellness Programs and Materials Request Form Call Alliance Health Programs Phone Number: 1.510.747.4577 Toll-Free: 1.855.891.9169 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929 Email: livehealthy@alamedaalliance.org

Health Care Services	Description	How to Refer
Substance Use Disorder (SUD) Services	The Alliance covers all substance use disorder (SUD) services.	<p>Alliance Medi-Cal Members Alameda County Substance Use Access & Referral Helpline Toll-Free: 1.844.682.7215 (Interpreters offered) www.acbhcs.org/substance-use-treatment</p> <p>Alliance Group Care Members Alliance Member Services Department Phone Number: 1.510.747.4567 (Interpreters offered)</p>

Department Directory

For more information, please directly contact the respective department.

Department	Contact Information
Alliance Behavioral Health Care Department	Email: deptbmentalhealth@alamedaalliance.org Fax: 1.855.891.9168 Alliance Provider Services Phone Number: 1.510.747.4510
Alliance Case and Disease Management (CMDM) Department	Email: deptcmdm@alamedaalliance.org Fax: 1.510.747.4130 Toll-Free Phone Number: 1.877.251.9612
Alliance Case and Disease Management (CMDM) Department – Enhanced Care Management (ECM)	Fax: 1.510.995.3725 Email: ECM@alamedaalliance.org Phone Number: 1.510.747.4512
Alliance Health Programs – Health Education	Email: livehealthy@alamedaalliance.org Phone Number: 1.510.747.4577 Toll-Free: 1.855.891.9169
Alliance Provider Services Department – Doula Services	Email: providerservices@alamedaalliance.org Phone Number: 1.510.747.4510
Alta Bates Summit Medical Center – Breastfeeding Support	Phone Number: 1.510.204.6546
Women, Infants and Children (WIC)	Email: WIC@cdph.ca.gov Phone number: 1.800.852.5770

Resources

American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care –

www.aap.org/periodicityschedule

American College of Obstetricians and Gynecologists (ACOG) – **www.acog.org/programs/perinatal-mental-health/implementing-perinatal-mental-health-screening**

U.S. Preventive Services Task Force. Screening for Depression in Children and Adolescents –

www.uspreventiveservicestaskforce.org/uspstf/topic_search_results?topic_status=P

Centers for Disease Control and Prevention (CDC) – New 2022 Opioid Guidelines

The Centers for Disease Control and Prevention (CDC) released updated clinical practice guidelines for prescribing opioids for pain in 2022. The new guidelines apply to all adults in the outpatient setting with acute, subacute, or chronic pain. Exclusions include patients with pain management for sickle cell anemia, cancer, palliative care, and end-of-life.

Key changes in the 2022 guidelines include:

- Maximize the use of non-opioid therapies and consider opioids if the benefits outweigh the risks. Non-opioid treatment is effective for common types of acute pain.
- When treating acute, subacute, or chronic pain, clinicians should initiate immediate-release opioids instead of long-acting opioids. The lowest effective dose should be prescribed.
- The duration of an opioid prescription should be dependent on the expected duration of pain to require opioids. Benefits should be evaluated between one (1)-four (4) weeks for dose escalation when treating subacute and chronic pain.
- Clinicians and patients are jointly involved in decision-making weighing, the benefits and risks of continuing opioid therapy. If the benefits do not outweigh the risks, clinicians should work to optimize the use of other non-opioid therapies or actively work with patients on gradually tapering. Clinicians should also take note of warning signs of opioid overdose and check to see if they have naloxone.

Recommendations for Providers

- Review the updated CDC opioid guidelines. The guidelines are available on the CDC website at www.cdc.gov.
- Update your clinical practice to reflect the new guidelines. This may include changing your prescribing patterns or developing new protocols for patient care.
- Educate your patients about the risks and benefits of opioids. This includes informing patients about the new CDC guidelines.
- Work with your patients to develop individualized pain management plans. Consider using non-opioid and nonpharmacologic therapies whenever possible.

Resources for providers

The CDC offers a variety of resources to help providers implement the 2022 opioid guidelines, including:

- Clinical tools and patient materials: The CDC website offers a variety of clinical tools and patient materials to help providers implement the guidelines. These resources include a guideline briefly, a patient decision aid, and a conversation guide.

- Training: The CDC offers a variety of training programs on opioid prescribing and pain management. These programs are designed to help providers learn about the latest evidence and best practices for opioid prescribing.

Conclusion

The 2022 CDC opioid guidelines provide clinicians with evidence-based recommendations for prescribing opioids safely and effectively. By following these guidelines, clinicians may help improve the safety and well-being of their patients.

Reference

Dowell D, Ragan KR, Jones CM, Baldwin GT, Chou R. CDC Clinical Practice Guideline for Prescribing Opioids for Pain — United States, 2022. MMWR Recomm Rep 2022;71(No. RR-3):1–95

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org



2023 Immunization Update

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community. We have an important update we want to share with you.

The California Drug Use Review (DUR) program provides an annual summary of immunization guidelines in collaboration with the California Department of Public Health (CDPH). Alameda Alliance for Health (Alliance) has summarized this resource with updates from the Centers for Disease Control and Prevention (CDC) website. The Advisory Committee on Immunization Practices (ACIP) updated their immunization recommendations for the following: COVID-19, hepatitis B, influenza, monkeypox, pneumococcal, polio, respiratory syncytial virus (RSV), and shingles.

COVID-19 Vaccine

COVID-19 vaccines primary doses are now recommended for children as young as six (6) months of age. Below is the COVID-19 administration unvaccinated summary provided by the CDC. On Monday, September 11, 2023, the U.S. Food and Drug Administration (FDA) approved and updated the new COVID-19 vaccine for Pfizer and Moderna. The bivalent vaccine is no longer authorized for use in the USA.

The CDC recommends:

- Children between 6 months to 4 years of age: Two (2)-dose series
- Individuals 5 years of age and over: One (1) dose

Hepatitis B Vaccine

The ACIP recommends hepatitis B vaccine for people 19-59 years of age and people 60 years of age and over with certain risk factors. Risk factors may include chronic liver disease, HIV infection, sexual exposure risk, injection drug use, incarceration, or mucosal exposure of risk through blood. Common hepatitis b vaccines include Enegerix-B and Recombivax-HB.

Influenza Vaccine

As COVID-19 is already part of the everyday norm, it is important to get vaccinated for both influenza and COVID-19. Getting vaccinated will prevent hospitalizations and severe illness. Persons 65 years of age and older are especially at increased risk for this. Routine annual influenza vaccine is for everyone six (6) months and older.

Influenza vaccines for persons 65 years of age and over

Preferred:

- High-dose inactivated influenza vaccine (HD-IIV)
- Adjuvanted inactivated influenza vaccine (aIIV)
- Recombinant influenza vaccine (RIV)

Optional:

- Standard-dose unadjuvanted inactivated vaccines (SD-IIV)

Pregnant people: The best time to be vaccinated is September through October. An exception would be if they are in their third trimester, then earlier vaccination can be administered to protect the babies from influenza after birth.

People with egg allergies: In June 2023, the ACIP and CDC recommended that people with egg allergies may receive any influenza vaccine (egg-based or non-egg-based). Additional safety measures are no longer recommended for the influenza vaccine. People with other allergies within the vaccine should not.

Monkeypox Vaccine

In August 2022, monkeypox was proclaimed a public health emergency in California. However, monkeypox has declined since August 2022, but severe cases are still on the rise. Monkeypox is spread by physical contact or sharing.

There are two (2) vaccines currently FDA-approved:

1. JYNNEOS – Two (2)-dose series given at 28 days apart. Recommended by the CDC.
2. ACAM2000

Pneumococcal Vaccine

The ACIP now recommends PPCV20 and PCV15 along with PSV23 after completing the primary series of vaccines for people 65 years of age and over and for people 19 to 64 years of age with immunocompromised conditions.

Pneumococcal Vaccine Timing

Vaccination status	Option A	Option B
No prior history of pneumococcal vaccine or unknown vaccination history.	PCV20	PCV15 followed by PPSV23 at least one (1) year later for people with a history of immunocompromising conditions may benefit from an eight (8)-week interval.
More than one (1) year prior use of PPSV23.	PCV 20	PCV15
More than one (1) year prior use of PCV13.	PCV 20	PPSV23 for people with a history of immunocompromising conditions may benefit from an eight (8)-week interval followed by a five (5)-year interval.

Polio Vaccine

In June 2023, the ACIP recommended all adults who are known to be unvaccinated or suspected to be vaccinated to complete the primary vaccination series. Patients who received the primary vaccination series and who are at increased risk of the poliovirus may receive another dose of inactivated poliovirus vaccine (IPV).

Adults with an increased risk of poliovirus include:

- Healthcare workers or caregivers in close contact with people who may be infected with poliovirus.
- Healthcare workers or lab workers handling poliovirus.
- Travelers going to countries where polio is epidemic or endemic

Respiratory Syncytial Virus (RSV) Vaccine

Respiratory syncytial virus (RSV) is a common respiratory virus that causes a mild cold but can cause severe illness in infants and the elderly.

RSV vaccine is recommended for:

- All infants younger than eight (8) months
- Infants/toddlers 8 to 19 months at high risk for severe RSV
- People pregnant at 32 to 36 weeks of pregnancy
- People 60 years of age and over who:
 - Have chronic heart or lung disease such as asthma
 - Have weakened immune systems such as HIV or cancer
 - Have other underlying medical conditions such as diabetes, kidney diseases, sickle cell disease
 - Are living in nursing homes or long-term care

Current vaccines that are FDA-approved for a two (2)-dose series:

- For individuals 60 years of age and over: RSVPreF3 (Arexvy, GSK) and RSVpref (Abrysvo, Pfizer)
- For infants and toddlers: Nirsevimab

Shingles Vaccine

In July 2021, the FDA expanded the indication of recombinant herpes zoster to include immunodeficient or immunosuppressed adults.

Zoster recombinant recommendations:

- People 19 years of age and over (Special circumstance): If immunocompromising conditions or history of shingles.
- People 50 years of age and over (Routine): Two (2) doses regardless of previous herpes zoster or history of zoster vaccine (administer zoster recombinant at least two (2) months after zoster vaccine live).

References:

1. Centers for Disease Control and Prevention. (2023, November 16). Adult immunization schedule – healthcare providers. Centers for Disease Control and Prevention. <https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html>
2. Centers for Disease Control and Prevention (2023, September 22). Updated (2023-2023 Formula) COVID-19 Vaccine: Interim 2023-2024 COVID-19 Immunization Schedule for Persons 6 Months of Age and Older. <https://www.cdc.gov/vaccines/covid-19/downloads/COVID-19-immunization-schedule-ages-6months-older.pdf>

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org



Important Reminder: Patient Health Education & Referral

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction. We have an important reminder that we would like to share with you.

The Alliance provides health education programs and materials to members at no cost. Health education is an important part of primary care visits. As a provider, you are a critical and influential source of health information for your patients. When you conduct an Initial Health Appointment (IHA) or complete a Well-Child Visit (WCV), you may uncover the key concerns of your patients. Providers may use these health education offerings for referral and direct patient education to help address these concerns.

Health Education Materials

To access our health education materials, please visit our Live Healthy Library. These materials are made for our members and providers to use within the office or clinic setting. They are written at a 6th-grade or less reading level and use plain language. Handouts are available in English, Spanish, Chinese, Vietnamese, and Tagalog unless otherwise indicated.

Topics include:

- Asthma and COPD
- Breastfeeding
- Behavioral/mental Health
- Diabetes
- Healthy Weight
- Parenting
- Pregnancy & Baby
- Quit Smoking
- Sexual Health
- Substance and Alcohol Use
- **Plus many more!**

Health Education Program Referrals

Could your patient benefit from a healthy lifestyle program? Tobacco cessation? Breastfeeding classes? Diabetes Prevention Program? Our Provider Health Education Resource Directory lists programs available at no cost to our members. You can refer members directly or fax us the Provider Wellness Request Form to request on behalf of your patient.

More Alliance resources can be found on our website at

www.alamedaalliance.org/providers/patient-health-wellness-education.

Thank you for all you do to improve the health and wellbeing of Alliance members!

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org

Alameda Alliance for Health Provider Resource Guide

Free Health Education, Programs, Services & Referrals for Members

Alameda Alliance for Health (Alliance) invites you to refer Alliance members to the health education classes, support groups, phone support, and case management programs listed in this resource directory. The programs included in this listing are either free or the cost is paid by the Alliance. To participate in a program, our members can either call Alliance Health Programs at **1.510.747.4577** or in most cases, can call the program directly.

Program phone numbers are provided throughout this directory. This resource guide is not intended to be a comprehensive list.

Interpreter Services

We offer free language services for members who speak a non-English language or American Sign Language for health education interventions and medical appointments. Members have the right to health care in their language 24 hours a day, 7 days a week. For telephonic interpreters 24/7, providers can call **1.510.809.3986**. If an in-person interpreter is required, please complete the Interpreter Request Form found at www.alamedaalliance.org/providers/language-access.

Education Materials

The Alliance has handouts available on various health topics, which we encourage providers to use in educating patients. Materials are available in English, Spanish, Chinese, Vietnamese, and Tagalog. Providers may request copies of these materials, either in an electronic format or printed copy.

Many handouts can also be found on our website at www.alamedaalliance.org/live-healthy.

For more information about health education resources or to refer Alliance members to Health Education Programs by fax, please contact:

Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Members: **1.510.747.4577**

Providers: **1.510.747.6038**

Email: livehealthy@alamedaalliance.org

Fax: **1.877.813.5151**

Fax Form: www.alamedaalliance.org/providers/patient-health-wellness-education

Website: www.alamedaalliance.org

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Asthma

Alameda County: Asthma Start Program

Phone Number: **1.510.383.5181**

www.acphd.org/asthma

Asthma Start provides in-home case management for families of children with asthma ages 0-18 living in Alameda County. The program provides in-home assessment, teaches self-management skills, inspects the home for triggers, and supports the family with housing issues. The program notifies providers regarding their services rendered to specific patients. Families or providers may call the program directly or fill out a fax referral.



Behavioral Health Care/ Drug and Alcohol Treatment

Members: **1.855.856.0577**

The Alliance has one (1) phone number for all behavioral health referrals. Medi-Cal members will first be screened for level of need. Some members may receive services through the Alliance, and others will be referred if appropriate to Alameda County Behavioral Health Care Services.

Alameda County Substance Use Access & Referral Helpline

Medi-Cal members: **1.844.682.7215**

www.acbhcs.org/substance-use-treatment

Screening and referrals to any substance use level of care within Alameda County Behavioral Health Care Services.

Breastfeeding

Alta Bates Summit Medical Center Lactation Consults

Members: **1.510.204.6546**

Members can call to schedule an appointment with a lactation consultant.

Breastfeeding Classes and Support Groups

Members: **1.510.747.4577**

Breastfeeding classes and support groups are free to all Alliance members. Members can call the numbers below to enroll, or the Alliance staff can help members find a class or support group in their area.

- AltaBatesSummitMedicalCenter: **1.510.204.6546**
- Stanford Health Care – Tri-Valley (call the Alliance to enroll in a class): **1.925.416.3598**
- La Leche League: **llnocal.org**
- Washington Hospital: **1.510.818.5040**
- Kaiser San Leandro: **kp.org/sanleandro/prenatal**

Case and Disease Management (CMDM)

Alliance CMDM Program

Members: **1.877.251.9612**

www.alamedaalliance.org/providers/case-and-disease-management

This telephonic program is designed to assist in managing the care of medically complex members. Our team of nurses, social workers, and health navigators offer support and coordination of services to improve patient outcomes and member satisfaction across the care continuum. Please call or use the referral form on our website.

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Community-Based Adult Services (CBAS)

Members: **1.877.251.9612**

www.alamedaalliance.org/providers/case-and-disease-management

CBAS refers to an outpatient, facility-based program that delivers skilled nursing care, social services, therapies, personal care, meals, and transportation. This service is for at-risk patients who need supervision and support in order to remain living in their homes. Members must be 18 years and older, an active member in Alliance Medi-Cal, and meet CBAS eligibility and medical necessity criteria. Please use the referral form on our website or call for more information.



Dental Care

The dental care network depends on the program that our member is enrolled in.

Alliance Group Care

Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal

Medi-Cal Dental: **1.800.322.6384**

www.dental.acphd.org

Alameda County Office of Dental Health

Call to Enroll: **1.510.208.5910**

Free preventive dental care coordination for Medi-Cal members who are pregnant or are 0-20 years of age.

Diabetes

Diabetes classes and programs teach self-management skills. The classes offer educational materials, nutrition and exercise tips, and more.

Alameda County: Diabetes Program

Referrals: **1.510.383.5185**

www.acphd.org/diabetes

American Diabetes Association (ADA)-recognized program. Classes and support groups offered.

Alta Bates Summit Diabetes Center

2450 Ashby Ave. Room 1140, Berkeley

Phone Number: **1.510.204.1081**

www.sutterhealth.org/absmc/services/diabetes

ADA-recognized program. Physician referral required.



Eden Medical Center

20101 Lake Chabot Road, Castro Valley

Referrals: **1.510.727.3032**

www.sutterhealth.org/eden/services/diabetes

Physician referral required. Please call and ask for fax referral form.

Stanford Health Care Tri-Valley

5725 W. Las Positas Blvd., Suite 220, Pleasanton

Referrals: **1.925.416.6720**

stanfordhealthcare.org/tri-valley/medical-clinics/diabetes-program.html

Gestational diabetes only. ADA-recognized program. Physician referral required. Offers a diabetes wellness support group open to anyone living with diabetes.

Washington Hospital Outpatient Diabetes Center

1900 Mowry Ave., Fremont

Referrals: **1.510.818.6556**

www.whhs.com/diabetes

ADA-recognized program. Physician referral required. Offers diabetes support group that meets monthly and diabetes education series presented every other month that are open to the public.

Domestic Violence

Alameda County Family Justice Center

Phone Number: **1.510.267.8800**

www.acfjc.org

This center provides crisis intervention, legal services, and arranges for medical and mental health services, shelters and other services necessary for victims and their families.

Family Violence Law Center

Phone Number: **1.510.208.0220**

24-Hour Crisis Hotline: **1.800.947.8301**

www.fvlc.org

This center offers crisis intervention, legal assistance with restraining orders and limited family law matters, and teen violence prevention programs.

HIV/AIDS

AIDS Housing Information Project (AHIP)

Phone Number: **1.510.537.2600**

www.edenir.org/contact-ahip

Offers free needs assessment and resource referrals to housing and social services in Alameda County.

HIV/AIDS Clinics

Members: **1.510.747.4567**

Providers: **1.510.747.4510**

www.alamedaalliance.org/help/find-a-doctor

To find clinics or providers that specialize in HIV/AIDS, please search the online provider directory or call the Alliance.

Heart Health

Local Hospitals

Local hospitals offer education on heart disease (Tri-Valley) and support groups for stroke (Tri-Valley and Washington).

Independent Living

Assistance and referrals for people with disabilities and older adults. Resources include housing and legal referrals, travel training, assistive devices, caregiving, food and nutrition, and much more.

Alameda County Senior Information

Toll-free: **1.800.510.2020**

seniorinfo.acgov.org

Senior information and referrals.

Center for Independent Living, Inc.

Phone Number: **1.510.841.4776**

www.thecil.org

Serves people with disabilities in the Berkeley/Oakland area.

Community Resources for Independent Living

Phone Number: **1.510.881.5743**

www.crilhayward.org

Serves people with disabilities in the Hayward/Fremont/Livermore area.

Injury Prevention

CPR and First Aid Classes

Members: **1.510.747.4577**

The Alliance pays the cost of adult and infant CPR, and First Aid classes. Alliance members can call us to enroll.

Alameda County EMS Car Seat Inspection Station

Phone Number: **1.510.618.2050**

Certified Child Passenger Safety Technicians assist with the proper harnessing and installation of car seats. Alliance members can call to schedule an appointment.

Nutrition, Exercise and Healthy Weight

Alliance Health Programs can refer members to additional nutrition or healthy weight classes or meetings offered by local clinics, government programs and non-profits.

Alameda County: Cooking for Health Academy

Phone Number: **1.510.268.4221**

Email: **dale.murai@acgov.org**

Series of six (6), 2-hour classes teaching nutrition education, food safety, and cooking skills.

Alameda County Food Bank & CalFresh

Toll-Free: **1.800.870.3663**

foodnow.net

Resources from the Alameda County Food Bank to connect people to the food they need.

Alliance Diabetes Prevention Program (DPP)

Members: **1.510.747.4567**

www.alamedaalliance.org/providers/patient-health-wellness-education

Year-long online program for Medi-Cal adults at risk for type 2 diabetes that includes lessons, health coaching, and peer support. Please use the referral form on our website. Members can also call to enroll.



Healthy Together Nutrition Class

UCSF Benioff Children's Hospital Oakland

Providers: **1.510.428.3772**

www.ucsfbenioffchildrens.org/clinics/nutrition-counseling-clinic

One-time class in English or Spanish taught by a Registered Dietitian (RD). Patients ages 5-18 who are referred to UCSF Benioff Children's Hospital for weight management attend with their parents. Please use the link above to place a referral for "ambulatory referral to clinical nutrition"; include "Healthy Together Nutrition Class" and "ENG" or "SPA" in your comments. Patients with other conditions may need a specialist referral in addition to or instead of this class.

Multicultural Fitness Virtual Program and Wellness Walks East Bay Regional Parks

Toll-Free: **1.888.327.2757**

www.ebparks.org/WF

www.ebparks.org/WellnessWalks

Group walks led by park naturalists at East Bay regional parks and virtual fitness sessions. Please visit the website for list of events.

Oakland Activity Guide

Oakland Unified School District and the City of Oakland

www.inplay.org/r/oakland

Search online for local summer and after-school activities for children and youth.

Questions? Please call Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4577**

www.alamedaalliance.org

Project Open Hand

1921 San Pablo Ave., Oakland
 Phone Number: **1.510.622.0221**
www.openhand.org/get-meals/wellness-programs

Provides nutrition counseling and fresh groceries or frozen meals for pickup or delivery in Oakland to people living with certain illnesses. Please use the referral form on their website.



Women, Infants, and Children (WIC)

Toll-Free: **1.888.942.9675**
myfamily.wic.ca.gov

WIC agencies provide nutrition education, supplemental food, and breastfeeding support to pregnant and postpartum women, infants, and children up to age five (5).

Websites

calfreshhealthyliving.cdph.ca.gov
health.gov/moveyourway
healthyeating.nhlbi.nih.gov
www.cdc.gov/healthyweight
www.eatfresh.org
www.fmfinder.org

These websites offer information on local farmer’s markets, nutrition, recipes, and physical activity.

Parenting

Alameda County: Fatherhood Initiative

Phone Number: **1.510.667.4342**
www.acphd.org/fatherhood-initiative

Provides parenting education and male-centered case management. They host Boot Camp for New Dads, anger management program, and fatherhood group.

BANANAS, Inc.

Phone Number: **1.510.658.7353**
www.bananasbunch.org

Offers parent support services and child development instruction to residents of Alameda County and are usually free. Serves Oakland and Berkeley area.

Community Child Care Council (4Cs) of Alameda County

Phone Number: **1.510.582.2182**
4calameda.org

Offers free tip sheets, classes and workshops. Serves San Leandro to Fremont area.

Hively

Phone Number: **1.925.417.8733**
www.behively.org

Free events and workshops. Serves Dublin, Livermore, and Pleasanton.

Family Paths Parenting Classes & Helpline

Toll-Free Helpline: **1.800.829.3777**
www.familypaths.org

24-hour Parenting Stress Helpline offers crisis support, resources, and referrals. Alliance members can also request to sign up for positive parenting and fatherhood & co-parenting class series.

Help Me Grow

Toll-Free: **1.888.510.1211**
www.first5alameda.org/help-me-grow

First 5 program that offers resources for early childhood development.

Local Hospitals

Members: **1.510.747.4577**

Several hospitals offer newborn care and parenting classes. Alliance members may enroll directly with the hospitals or call us.

Pregnancy and Childbirth

Members: **1.510.747.4577**

The Alliance pays for childbirth education for members at your delivery hospital. Alliance staff can facilitate the arrangements, or our members may sign up directly with the hospital.



Alameda County: Black Infant Health

1100 San Leandro Blvd., San Leandro
Phone Number: **1.510.618.2019**

Weekly group sessions for African American pregnant and parenting people 18 years of age and older. Provides education, support, and case management.

Alameda County: Starting Out Strong

Phone Number: **1.510.667.4333**
Email: **homevisiting@acgov.org**
https://startingoutstrong.info

Starting Out Strong programs offer family support services and health education to people who are pregnant, parenting a child under 36 months, or have suffered a pregnancy loss and want to become pregnant again. Referral form is available on their website.

Smoking Cessation

The Alliance does not require members to be enrolled in a quit program to receive tobacco treatment medicines. However, participating in a program can help increase the chance of success.

Asian Smokers' Quitline

Cantonese/Mandarin: **1.800.838.8917**
Vietnamese: **1.800.778.8440**
asiansmokersquitline.org

Kick It California (formerly California Smokers' Helpline)

English: **1.800.300.8086**
Spanish: **1.800.600.8191**
kickitca.org

Asian Smokers' Quitline and Kick It California offer telephone counseling to quit smoking, vaping, and smokeless tobacco. Interpreters offered.

City of Berkeley: Quit Smoking Class

Phone Number: **1.510.981.5330**
Email: **quitnow@cityofberkeley.info**

"Freedom from Tobacco" quit smoking classes is an 8-class series. Alliance members can call to sign up.

Nicotine Anonymous

Toll-Free: **1.877.879.6422**
www.nica-norcal.org/meetings
www.nicotine-anonymous.org

Nicotine Anonymous brings together groups of people who have felt the grip of nicotine addiction. The primary purpose is to help others to live free of nicotine. Meetings can be in-person, online, or over the phone.

Smokefree.gov

Toll-Free: **1.877.448.7848**
www.smokefree.gov

Connect with a specialist in English or Spanish to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources.

Vision Care

The provider of vision care depends on the Alliance plan in which the member is enrolled.

Alliance Group Care Members

Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal Members

March Vision Care: **1.844.336.2724**

Information and Referral Numbers

Alameda County 2-1-1

Toll-Free: **211**
www.211alamedacounty.org

Provides housing information, and critical health and human services referrals.

Alameda County Family Health Line

Toll-Free: **1.888.604.4636**

Referrals to health care and support services.

If you find an error in this resource directory, you can report the error by contacting Alliance Health Programs:

Phone Number: **1.510.747.6038**
Email: **livehealthy@alamedaalliance.org**

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Alameda Alliance for Health Wellness Programs & Materials



Provider Request Form – Alameda Alliance for Health (Alliance) provides health education at no cost. Please select the topics that you want us to send your patients covered by the Alliance. You can also request the handouts in other formats. Many handouts can be found at www.alamedaalliance.org.



CLASSES & PROGRAM REFERRALS

- Asthma
- Breastfeeding Support
- CPR/First Aid
- Diabetes
- Diabetes Prevention Program (*prediabetes*)
- Healthy Eating, Exercise, and Weight
- Heart Health
- Parenting
- Pregnancy and Childbirth
- Quit Smoking
(*patient agrees to receive a call from Kick It California or Asian Smokers' Quitline*)



MEDICAL ID

- Choose one: Bracelet Necklace
- Asthma
 - Child Adult
 - Diabetes
 - Child Adult



WRITTEN MATERIALS

- Advance Directive (*medical power of attorney*)
- Alcohol and Other Substance Use
- Asthma
- Back Pain
- Birth Control
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Domestic Violence
- Healthy Eating, Exercise, and Weight
 - Child Adult
- Heart Health
- Parenting
- Pregnancy
- Preventive Care
- Quit Smoking
- Safety
 - Child Adult
- Sexual Health
- Stress and Depression
 - Child Adult

Provider Name: _____ Member Name: _____
Provider Clinic Name: _____ Alliance Member ID Number: _____
Provider Phone Number: _____ Member Phone Number: _____
Provider Fax Number: _____ Member Address: _____
Preferred Language: _____ City: _____ Zip Code: _____



To order, please complete this form and fax it to:
Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502
Fax Number: **1.877.813.5151**
Phone Number: **1.510.747.4577**



Preventive Services Guidelines Update – February 2024

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important update we would like to share with you.

At the Alliance, we require that all network and delegated providers follow the most current Preventive Care Guidelines.

For adults ages 21 and older, the Alliance follows the current U.S. Preventive Services Task Force (USPSTF) clinical preventive services. All preventive services identified as USPSTF “A” and “B” recommendations must be provided. For a complete list, please visit [uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-and-b-recommendations](https://www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-and-b-recommendations).

For children and adolescents under 21 years old, Alliance providers are required to follow the Bright Futures/American Academy of Pediatrics periodicity schedule, which can be found at www.aap.org/periodicityschedule (last updated April 2023).

The Alliance covers immunizations according to the immunization schedules recommended by the Advisory Committee on Immunization Practices (ACIP) and approved by the Centers for Disease Control and Prevention (CDC) and other medical associations. To view child and adult immunization schedules, please visit www.cdc.gov/vaccines/schedules.

We are sharing this update to help ensure that our provider community is aware of the most recent changes. Listed below are USPSTF recommendation updates from August 15, 2023, to February 26, 2024.

Topic	Description	Grade	Release Date
Hypertensive Disorders of Pregnancy: Screening: Asymptomatic pregnant persons	The USPSTF recommends screening for hypertensive disorders in pregnant persons with blood pressure measurements throughout pregnancy.	B	September 2023 *
Prevention of Acquisition of HIV: Preexposure Prophylaxis: Adolescents and adults at increased risk of HIV	The USPSTF recommends that clinicians prescribe preexposure prophylaxis using effective antiretroviral therapy to persons who are at increased risk of HIV acquisition to decrease the risk of acquiring HIV. See the Practice Considerations section for more information about the identification of persons at increased risk and about effective antiretroviral therapy.	A	August 2023 *
Folic Acid Supplementation to Prevent Neural Tube Defects: Preventive Medication: Persons who plan to or could become pregnant	The USPSTF recommends that all persons planning to or who could become pregnant take a daily supplement containing 0.4 to 0.8 mg (400 to 800 mcg) of folic acid.	A	August 2023 *

*Previous recommendation was an “A” or “B.”

Questions? Please call the Alliance Provider Services Department
 Monday – Friday, 7:30 am – 5 pm
 Phone Number: **1.510.747.4510**
www.alamedaalliance.org



Sign Up: Quality Improvement Technical Assistance Support

At Alameda Alliance for Health (Alliance), we value our provider partner community. We are here for you and excited to announce Quality Improvement (QI) technical assistance* opportunities to improve overall rates for Healthcare Effectiveness Data and Information Set® (HEDIS®) and the Alliance Pay-for-Performance (P4P) program. Alliance provider partner clinics can choose to participate in one (1) or both opportunities.

*One-time pilot programs are offered for fiscal year (FY) 2024 (ending June 2024) and will be evaluated for effectiveness and sustainability.

Program Component	Purpose	Intended practices	Details	Provider participation
Offering #1: Documentation and Coding Project	To improve documentation and coding in specific measures to appropriately capture HEDIS® compliance.	Primary Care Clinics	<p>The Alliance is working with a coding resource consultant who will review:</p> <ul style="list-style-type: none"> • Medical records (both retrospective and prospective) • Codes captured on the claim by the provider. • Claims billed to the Alliance. <p>The consultant will provide feedback on documentation and coding to the providers.</p>	<p>On-going meetings with the Alliance Quality Improvement (QI) contact to identify HEDIS® measures for coding review, set up medical record retrieval, and receive feedback on best practices.</p> <p>Provide medical records for review in one (1) of the following ways:</p> <ul style="list-style-type: none"> • Fax to the Alliance • Allow temporary remote access to the electronic medical records (EMR) system <p>Submit interest to: DeptQITeam@alamedaalliance.org</p>
Offering #2: Practice Coaching Project	To provide support for front-line staff on the foundations of QI and to conduct a rapid cycle Plan-Do-Study-Act (PDSAs) project.	Primary Care Clinics	<p>The Alliance is working with a consultant (alongside the Alliance Quality Project Specialists) to partner with providers on:</p> <ul style="list-style-type: none"> • Education on foundations of QI, data-driven approaches, and PDSA • Workflow observations for a select measure/project • A rapid-cycle PDSA project • A summary of findings and sustainability plan 	<p>On-going meetings with the Alliance QI contact(s) in planning and implementation of a rapid-cycle PDSA.</p> <p>Submit interest to: DeptQITeam@alamedaalliance.org</p>

Questions? Please call the Alliance Provider Services Department
 Monday – Friday, 7:30 am – 5 pm
 Phone Number: **1.510.747.4510**
www.alamedaalliance.org



Questions? Please call the Alliance Provider Services Department
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www.alamedaalliance.org



New Disease Management Program Announcement: Hypertension

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an announcement we want to share with you.

The Alliance is honored to provide a Hypertension Disease Management Program as part of our Medi-Cal and Group Care benefits for members. Alliance members with a diagnosis of hypertension may be eligible for this service.

Living Your Best Life with a Healthy Heart

Members 19 years or older with hypertension will receive an educational letter and the opportunity to engage with the Alliance for additional resources. Members identified as at higher risk may also receive an outreach call.

The Alliance Disease Management programs help members achieve optimum health by offering:

- Assessments of members' disease management needs
- Care coordination to support members in getting the care they need
- Health coaching sessions tailored to the members' needs
- Health education resource materials
- Support so members can adhere to physician treatment plans

Please refer your patients in need of hypertension disease management by sending the attached referral form by fax or calling:

Alameda Alliance for Health
Attn: Case and Disease Management Department
Fax Number: **1.510.747.4130**
Phone Number: **1.510.747.4512**

Our goal is to provide the highest levels of customer service and help your patients reach their health goals. Please feel free to reach out with any questions. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Case and Disease Management Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4512**
www.alamedaalliance.org



Case and Disease Management (CMDM) – Program Referral Form

The Alameda Alliance for Health (Alliance) Case and Disease Management (CMDM) Program Referral Form is confidential. Filling out this form will help us better serve our members.

INSTRUCTIONS

1. Please print clearly, or type in all of the fields below.
2. Please mail, send by a secure email*, or fax the completed form to:
 Alameda Alliance for Health
 ATTN: Case and Disease Management Department (CMDM)
 1240 South Loop Road, Alameda, CA 94502
 Secure Email*: deptcmdm@alamedaalliance.org
 Fax: **1.510.747.4130**

*If you have questions about how to send a secure email, please visit www.alamedaalliance.org

For questions, please contact the Alliance CMDM Department via email or call toll-free at **1.877.251.9612**.

PLEASE NOTE: The Alliance will directly notify the member which CMDM program can provide them with services.

REQUEST DATE (MM/DD/YYYY): _____

SECTION 1: REFERRING PROVIDER INFORMATION	
Name: _____	
Facility/Clinic Name: _____	
Phone Number: _____	Fax Number: _____
Referral Source: <input type="checkbox"/> Community Partner <input type="checkbox"/> Hospital <input type="checkbox"/> PCP <input type="checkbox"/> Specialty Provider	
<input type="checkbox"/> Other: _____	
SECTION 2: MEMBER INFORMATION	
Last Name: _____	First Name: _____
Alliance Member ID #: _____	Date of Birth (MM/DD/YYYY): _____
Phone Number: _____	Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male
Address (or location, i.e., under 5 th St. bridge): _____	
City: _____	State: _____ Zip: _____
SECTION 3: PROGRAM REFERRAL	
Please select one (1) program per referral form:	
<input type="checkbox"/> Case Management (including Complex Case Management (CCM), Care Coordination, and Transitional Care Services (TCS))	
<input type="checkbox"/> Asthma Disease Management	<input type="checkbox"/> Depression Disease Management
<input type="checkbox"/> Cardiovascular Disease Management	<input type="checkbox"/> Diabetes Disease Management
<input type="checkbox"/> Other (please provide details in Section 4)	
SECTION 4: REASON FOR REFERRAL	
Situation/background (including past medical history (PMH), if applicable, and attach supporting documents within the past 30 days): _____	

This fax (and any attachments) is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact the sender by telephone or fax and destroy all copies of the original message (and any attachments).

For all other member requests, please call the Alliance Member Services Department, Monday – Friday, 8 am – 5 pm, at **1.510.747.4567**.



CA Quits Medi-Cal Coverage Tobacco Cessation Medications Factsheet

At Alameda Alliance for Health (Alliance), we value our dedicated provider community. The Alliance also understands that as a trusted health care provider, you are on the front line of supporting your patients with tobacco cessation.

To help with these efforts, the Alliance covers tobacco cessation services, which include assessment, medications, and counseling. We've also attached an updated version of the CA Quits Medi-Cal Coverage Tobacco Cessation Medications Factsheet.

Below are some of the main points from the factsheet:

- Currently, no cessation medications require prior authorization.
- The nicotine inhaler was discontinued by the manufacturer due to production issues.

As a reminder, member health education and provider training are available to help further support tobacco cessation efforts.

For resources, please visit the links below:

- Nutrition, exercise, and breathing techniques: www.alamedaalliance.org/patient-health-wellness-education
- Tobacco Provider Guide: www.alamedaalliance.org/tobacco-provider-guide/

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org

Medi-Cal Coverage

TOBACCO CESSATION MEDICATIONS

FACTSHEET



What is Medi-Cal Rx?

[Medi-Cal Rx](#) is the centralized pharmacy benefit manager program for all of Medi-Cal, including managed care plans. Effective January 1, 2022, the California Department of Health Care Services (DHCS) transitioned all Medi-Cal pharmacy benefits and services from managed care to the fee-for-service delivery system.



What tobacco cessation medications are covered by Medi-Cal Rx?

Medi-Cal Rx covers ALL [FDA-Approved medications](#). The over-the-counter (OTC) medications (nicotine patch, gum, lozenge) are covered by a **provider prescription** or a [pharmacist who can furnish](#) nicotine medications. See the Medi-Cal Rx Contract Drugs List formulary grid for drug name, dose, strength, and quantity limits.

List of medications on the [Medi-Cal Rx Contract Drugs List](#):

Bupropion

Varenicline

Nicotine Lozenge

Nicotine Gum

Nicotine Patch

Nicotine Nasal Spray

↳ As of August 2023: No longer requires prior authorization

Note: Nicotine inhaler, previously available via prior authorization, has been [discontinued by the manufacturer](#) due to production issues.



Are Teenagers Covered?

Medi-Cal will cover these medications for teenagers, if a provider determines it is appropriate.



Helpful Tips for Patients

- Visit the [CDC's How to Use Quit Smoking Medicines](#) for more information on each of the FDA-approved medications and how to use them.
- Medications AND counseling double the chances of quitting. [Kick It CA](#) provides FREE tobacco counseling.
- Print [this flyer](#) for your patients to learn about the FDA-Approved medications.

Medi-Cal Formulary References:



Medi-Cal Rx Contract Drugs List: Bupropion and Varenicline

Drug Name	Dosage	Strength/ Package Size	Billing Unit	UM Type	Code 1
SMOKING DETERRENENTS					
Bupropion	Tablets	75 mg 100 mg	ea ea		Note: Refer to the Reimbursement section of this manual for reimbursement guidelines and details concerning the use of smoking cessation products during pregnancy for fee-for-service Medi-Cal patients.
	Tablets, Extended Release (24-hour)	150 mg 300 mg	ea ea		
	Tablets, Sustained Release (12-hour)	100 mg 150 mg 200 mg	ea ea ea		
	Tablets, Sustained Release for smoking cessation	150 mg	ea		
Varenicline Tartrate	Tablets	0.5 mg 1.0 mg	ea ea		
	Tablets from Continuing Month Box (56 tablets/box)	1.0 mg	ea		
	Tablets starting Month Box (53 tablets/box)	11 x 0.5 mg 42 x 0.5 mg	ea ea		

Medi-Cal Rx Contracts Drug List OTC: Nicotine patch, gum, lozenge

Drug Name	Dosage	Strength/ Package Size	Billing Unit	UM Type	Code 1
MISCELLANEOUS: SMOKING DETERRENENTS					
Nicotine	Transdermal patches	7 mg/24 hr 14 mg/24 hr 21 mg/24 hr	ea ea ea		Note: Refer to the Reimbursement section of this manual for reimbursement guidelines and details concerning the use of smoking cessation products during pregnancy for fee-for-service Medi-Cal patients.
Nicotine Polacrilex	Gum	2 mg 4 mg	ea ea		Note: Refer to the Reimbursement section of this manual for reimbursement guidelines and details concerning the use of smoking cessation products during pregnancy for fee-for-service Medi-Cal patients.
	Lozenges	2 mg 4 mg	ea ea		

Medi-Cal Rx Contract Drugs List: Nicotine Nasal Spray

Drug Name	Dosage	Strength/ Package Size	Billing Unit	UM Type	Code 1
Central Nervous System: Miscellaneous					
Nicotine	Nasal Spray	10 mg/ml	ml		



The Alliance is Expanding Enhanced Care Management (ECM) and Community Support (CS) Services

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. As part of the state's CalAIM initiative, we have an exciting update about the Alliance's expansion of Enhanced Care Management (ECM) and Community Supports (CS) that we want to share with you.

On Saturday, July 1, 2023, the Alliance expanded its population of focus (PoF) to include members of all ages for ECM and now offers three (3) added CS services noted below with an asterisk (*).

Please help us find members who may qualify for ECM and CS. Below is a complete list of services offered and information about how you can help refer members for these great benefits.

Enhanced Care Management (ECM)

Enhanced Care Management (ECM) is a benefit that provides extra care coordination services to members of all ages now with highly complex needs.

Members who qualify for ECM will have their own care team, including care coordinators, doctors, specialists, pharmacists, case managers, social service workers, and others to make sure everyone works together.

ECM also includes:

- Comprehensive assessment and care management
- Comprehensive transitional care
- Coordination and referral to community and social supports
- Enhanced coordination of care
- Health promotion
- Member and family support services
- Outreach and engagement

Community Supports (CS)

Community Supports (CS) are medically appropriate cost-effective alternatives to services covered under the state Medi-Cal program. These services are optional and may help members live more independently. These services do not replace any benefits that members receive through Medi-Cal.

The Alliance is currently offering the following CS services:

- Asthma Remediation
- (Caregiver) Respite Services*
- Environmental Accessibility Adaptations (Home Modifications)*
- Homeless-related CS (housing transition navigation, housing deposits, and housing tenancy & sustaining services)
- Medically Tailored/Supportive Meals
- Personal Care & Homemaker Services*
- Recuperative Care (Medical Respite)

Alliance members may be referred for these services by contacting:

Alliance Case Management Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4512**
Toll-Free: **1.877.251.9612**
People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Thank you for the high-quality care you continuously provide to your patients and our community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org

