

Celebrating 30 Years of Serving Alameda County Residents

2025 Annual Report



Reflections from Matthew Woodruff, CEO

30 years of Strengthening and Uplifting our Community

Reflecting on our 30th anniversary, I am humbled by the accomplishments, growth, and progress we have achieved to provide access to health care in Alameda County. We take great pride in our role as a trusted partner in the health care safety net. A role that helps strengthen and uplift our community.

Alliance staff and partners are committed to our vision that all residents of Alameda County will achieve optimal health and well-being at every stage of life. It is deeply rewarding to see how a healthy community contributes to a thriving community. This is our passion and our reward.

Exciting Growth

In our 30 years, our membership has grown from our first member to now serving over 400,000 individuals – providing health care coverage for one (1) out of every four (4) Alameda County residents.

Our 30th year also brings exciting new opportunities as we roll out our third program, Medicare Advantage Dual Eligible Special Needs Plan (D-SNP), which we call Alameda Alliance Wellness. Now, Alameda County residents who have both Medicare and Medi-Cal benefits can have these health care programs combine these benefits to receive high quality and accessible services.

Perseverance and the Road Ahead

Amidst the celebration of 30 years, the Alliance and many of our health partners will face major challenges in the next decade. The recent Federal funding cuts to the health care safety net system and State Budget deficit are a hard reality. We will approach these challenges with the same resilience and dedication that has brought us through our first three decades.

We are working with our providers, community partners, and local and state healthcare leaders to minimize the impact of cuts to healthcare spending and continue to remove the barriers to healthcare.

Our dedication, determination, and mission remain resolute to continue delivering high quality and accessible health care services to our members. We have much to be grateful for and look forward to continually provide access to the care and services people deserve.



Board of Governors

Rebecca Gebhart (Chair)

Noha M. Aboelata, MD
(Vice Chair)

Matthew Woodruff
(ex officio Board member
and Secretary/Treasurer)

Aarondeep Basrai

Toritsesan Boyo

Kathleen Clanon, MD

Rollington Ferguson, MD

Andrea Ford

James Jackson

Byron Lopez

Marty Lynch

Kelley Meade, MD

Jody Moore

Yeon Park

Andie Martinez Patterson

Wendy Peterson

Andrea Schwab-Galindo

Evan Seevak, MD

Supervisor Lena Tam

Natalie Williams

About the Alliance

The Alliance is a public, not-for-profit managed care health plan, created by and for Alameda County residents. To help ensure improved health outcomes and overall better quality of life for our members, we created and deployed a strategic Population Health approach to better identify and address individual needs.

As a partner in the Alameda County health care safety net system, we were created as a state-sponsored program administrator of Medi-Cal health insurance with the goal to provide high quality health care coverage for those who need it the most: people with limited resources and marginalized residents.

We also offer the Alliance Group Care program for In-home Services and Support (IHSS) workers in Alameda County, and 30 years later, we have grown to offer a new Medicare Advantage plan available in January 2026.

We are honored to provide affordable and accessible health care coverage that serves more than **400,000** children and adults and **1 out of every 4** Alameda County residents.

Our Purpose – Why We Do What We Do

Transforming Lives – Our Passion for Health Security

Health is fundamental to the ability to live, work, and enjoy life, and it's foundational to a thriving community. Happy productive communities start with health and well-being.

Everyone deserves access to health care, and we know that having coverage offers peace of mind. Our staff, providers, and partners were driven to join the Alliance by our vision, mission, and values. We take pride in being a driving force behind providing the highest standard of health care and services that are accessible and affordable to those who need it the most: vulnerable, at risk, underserved, and residents with limited resources.

The Alliance delivers critical health care services for Alameda County residents to:

- Significantly reduce the need for costly and complicated critical care and severity of illness by providing routine care (such as vaccinations, early detection, and treatment)
- Prevent catastrophic medical debt or bankruptcy due to unforeseen illness or emergency care
- Enable a healthier workforce to promote greater economic stability
- Lower healthcare costs for everyone by lowering the overall costs of unpaid bills to hospitals, ERs, and clinics from the uninsured

Transforming lives and strengthening the communities we serve is our purpose and passion.

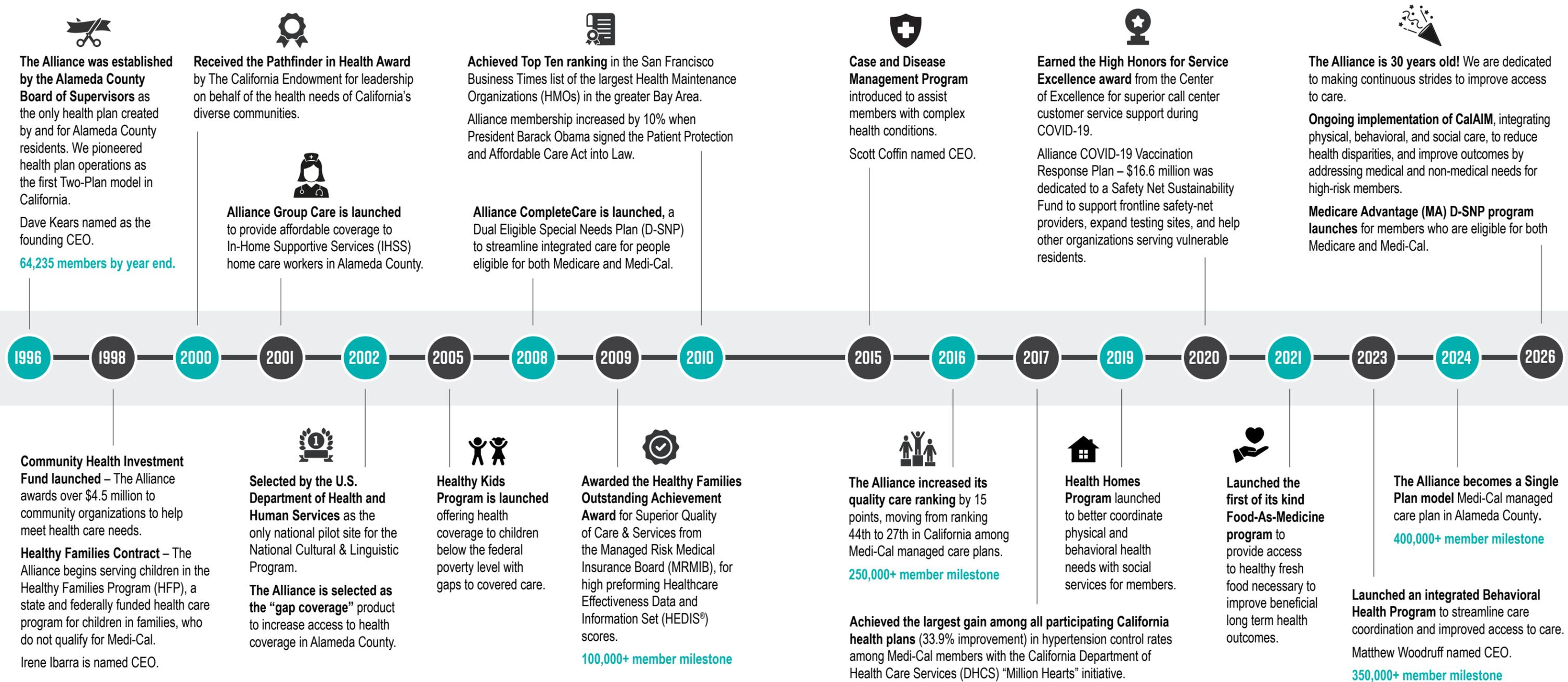


Celebrating 30 Years of Community Health

Created by and for Alameda County residents, the Alliance was founded to meet a critical need: accessible and affordable healthcare for Alameda County residents with limited resources. Thirty years later, the Alliance has grown to serve more than 400,000 members.

We didn't do it alone. Our progress has been made possible by the unwavering support of healthcare providers, dedicated staff, and community organizations who have partnered with us every step of the way. Together, we've built a stronger foundation for health security and invested in local programs and initiatives that help our communities thrive.

We're proud of how far we've come – and the lives we've helped improve – but we know the work is far from over. As we celebrate this 30-year milestone, we are recommitted to our mission and look ahead with renewed determination. The next chapter begins now, and we're just getting started.



Mission

Improving the health and well-being of our members by collaborating with our provider and community partners to deliver high quality and accessible services.

Vision

All residents of Alameda County will achieve optimal health and well-being at every stage of life.

Values

Teamwork: We actively participate, support each other, develop local talent, and interact as one team.

Respect: We put people first, embracing diversity and equity, striving to create a positive work environment, excellent customer service, and value all people's health and well-being.

Accountability: We work to create and maintain efficient processes and systems that minimize barriers, maximize access, and sustain high quality.

Commitment & Compassion: We are empathic and care for the communities we serve including our members, providers, community partners and staff.

Knowledge & Innovation: We collaborate to find better ways to address the needs of our members and providers by proactively focusing innovative resources on population health and clinical quality.



ALLIANCE HIGHLIGHTS by the numbers



Growth in Health Care Coverage – 1 out of 4 Alameda County Residents

Healthy people make stronger communities. We provide healthcare access to more than 1 out of every 4 Alameda County residents through our network of more than 12,000 dedicated providers.

Our enrollment has grown to serve over 400,000 members – more than 600% growth from our founding year, 30 years ago. These numbers point out the critical need for high-quality, accessible health care in Alameda County. Every Alliance member is a reminder of why we exist – to be there for the people who need us the most.

Our Promise

We exist to serve our members, providers, and community partners.

It takes a strong team to deliver on our mission. Behind each member and provider is a team of over 600 Alliance employees, working together to ensure members receive access to the care and service they deserve.

This is a proud investment in our responsibilities to serve member needs in partnership with our dedicated providers to create a healthier community for all.

Financial and Operational Efficiency

 **Health Care Services First** – Of our total \$2.1 billion of revenue, 99.9% was spent on health care services.

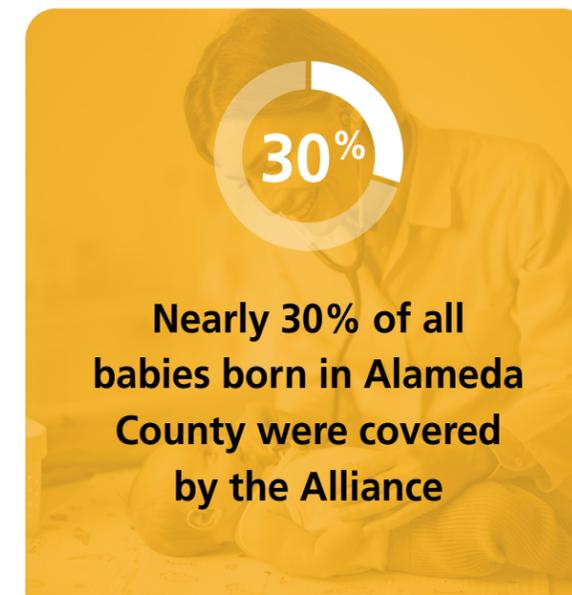
 **Engaging our Provider Network** – One million doctor office visits, provided in partnership with a dedicated network of more than 12,000 physicians and specialists.

 **Removing Language Barriers** – Provided access to care and services in more than 134 languages, processing more than 100,000 interpreter requests.

 **Claim Processing Efficiency** – Almost 4 million claims processed

- o With the timely payment of close \$2 billion covering medical expenses
- o Exceeding industry standards to deliver the highest level of service, with 9 out of every 10 payments completed within 45 working days with automated approval processes

 **Call Center Responsiveness** – Answering more than 9 out of 10 calls within 13 seconds, far exceeding industry standard, promoting high levels of customer satisfaction



Quality Care → Successful Outcomes → Healthier Communities



The National Committee for Quality Assurance (NCQA) sets the national healthcare quality standards. These standards create the baseline for safe, effective, patient-centered, and fair care by healthcare systems.

Our commitment to quality care extends beyond these standards. Our mission remains focused on raising our standards of care to achieve better health outcomes for our members.

Strong preventive care is the foundation of raising quality care standards. Detecting and treating conditions early helps avoid potentially serious and costly health outcomes.

Of the **top 18** healthcare measure standards set by NCQA, the Alliance scored double-digit percentage points above the benchmark standards, in the very **top 90th** percentile.*

Healthcare Measure	Alliance 90 th Percentile Above Benchmark
Breast Cancer Screening Rates	10.80% above industry benchmark
Cervical Cancer Screening Rates	11.66% above industry benchmark
Asthma Medication Ratio	10.41% above industry benchmark
Lead Screening in Children	15.67% above industry benchmark
Well-Child Visits	10.51% above industry benchmark



Of all 27 managed care providers in California, we rate in the **top 25th** percentile for overall top-quality care.

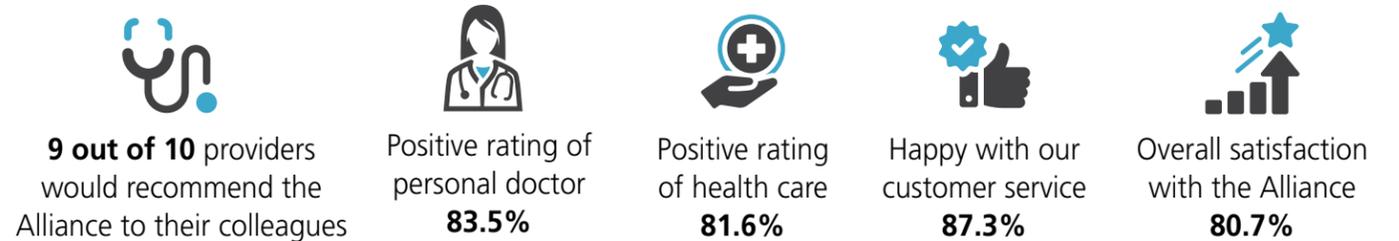
Our Commitment to Our Members & Providers

Building a positive customer experience is essential to building trust. Navigating the healthcare system can feel overwhelming. Finding the right care at the right time can be hard. Our Alliance member and provider services teams are available to help. They work to provide support and guide our members to the right care and resources. They strive to create a positive experience. This is one of the many ways we've committed to supporting overall member well-being.

We closely monitor, measure, and review the quality of clinical care and health care service delivery. Annual survey results reaffirm our commitment to delivering access to high quality care and services to improve health outcomes for our members.*

Key Drivers of Health Plan Satisfaction Ratings Plan*

Alliance scores have remained strong, with many showing year-over-year increases that consistently exceed industry benchmarks in core healthcare plan satisfaction ratings.**



Alliance Performance Far Above Industry Benchmarks

In-office wait time (within 60 minutes)	90.5% (compared to industry benchmark of 80%)
Call return time (within 1 business day)	85.9% (compared to industry benchmark of 80%)
Time to answer call (within 10 minutes)	80% (compared to industry benchmark of 70%)

*Based on national quality performance measures established by the National Committee for Quality Assurance's Healthcare Effectiveness Data and Information Set.

*As per national quality performance measures established by the National Committee for Quality Assurance's Healthcare Effectiveness Data and Information Set.

**Data set measuring of all adults who ranked 8 out of 10.

Whole Health – Investing in a Healthier Community

We are a community partner focused on building a healthier, stronger community.

We've created and operate many **Community Enrichment Programs** that improve members' health and well-being by providing hands-on support and education, improving health outcomes.

Our **Community Re-Investment Programs** directly invest our reserve funds into local organizations and community initiatives that address and help drive long-term systemic changes that affect long-term health stability, such as housing and food security programs.

These efforts strengthen the safety net and address critical needs. This past fiscal year, the Alliance directly invested and administered nearly \$15 million to support the health and well-being of our community.



Housing & Homelessness Incentive Program

Through the Housing & Homelessness Incentive Program (HHIP), the Alliance earned \$38 million in incentive funds, which we invest into community partnerships to support members at risk of, or experiencing homelessness, by connecting them with resources necessary to achieve housing stability.



Student Behavioral Health Incentive Program

The Alliance earned \$9.7 million to develop partnerships focused on increasing access to behavioral health services in schools. This includes early intervention and suicide-awareness training for school staff. By providing access to resources before challenges escalate, the program reduces crisis-level interventions, creating a stable foundation for children.



Provider Recruitment Initiative

The Provider Recruitment Initiative supports the Alameda County Safety Net to hire and retain healthcare professionals who serve the Medi-Cal population. This year, the Alliance committed \$2 million in grants to 13 practices to increase accessibility, provide training opportunities for staff, and promote culturally inclusive care.



Community Health Assessment and Improvement

The Alliance invested \$100,000 in city and county public health entities that identify and assess community health gaps and areas of need, and then develop strategies and action plans that will focus program needs to ultimately better support and improve health outcomes.



Diabetes Prevention Program

Our diabetes prevention program as an easy-to-enroll, easy-to-participate online program created to help at-risk adults recognize their risk, provide individual coaching, group support and online tools that focused on how to make sustainable lifestyle changes to help participants lose weight and reduce the risk of developing diabetes.



Doula Program Expansion

Recognized for their role in addressing rising maternal mortality, doulas provide critical physical, emotional, and informational support before, during, and after childbirth. We grew our network from 12 to 73 doulas with \$20,000 in scholarships and additional funding for mentorship services, improving access to skilled birth support.

This past year, the federal government voted to cut nearly \$800 billion in Medicaid funding. This puts nearly half a million Alameda County residents at risk of losing access to the lifesaving care they rely on for their well-being. These cuts will have devastating effect on the healthcare system that serves them.

The Alliance is more committed than ever to addressing this impact and preserving access to care for our members. We are exploring every possible avenue and resource, working in close partnership with community-based organizations, and strengthening community programs to help fill critical gaps. We continue to collaborate with local, state, and federal partners to support policies that protect and expand health care access for our community.

The Alliance's mission endures – working with our community and provider partners to improve the health and well-being of our members and community by delivering high quality and accessible services into our next 30 years and beyond.



Celebrating 30 Years of Serving Alameda County Residents



1240 South Loop Road
Alameda, CA 94502

Phone Number: **1.510.747.4500**

If you cannot hear or speak well (CRS/TTY): **711/1.800.735.2929**

www.alamedaalliance.org



facebook.com/alamedaallianceforhealth



@alamedaallianceforhealth



@alameda-alliance-for-health



@alamedaalliance



@alamedaalliance