

MEMBER CONNECT

Fall 2021 / Winter 2022

ALAMEDA
Alliance
FOR HEALTH

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996



PROVIDER SPOTLIGHT: DR. DONNA CAREY

From Families to Communities, the Power of Larger-Scale Work

Dr. Donna Carey, MD, responded to a higher calling as an adolescent growing up in Tulare, CA. The youngest of three (3) siblings, and the only girl, she often found herself pushing boundaries while sparking a little flame in and outside of school, literally and figuratively. With the support and encouragement of her community and family, she pursued a lifelong journey in helping others and encouraging health and wellness. A double Bruin, Dr. Carey attended UCLA for her undergraduate career and graduated from the David Geffen School of Medicine at UCLA. Dr. Carey attended residency at Children's Hospital Oakland and later received a fellowship for adolescent medicine at UCSF.

For 23 years, Dr. Carey enjoyed her work in hospital-based medicine where she delivered our youngest members, worked in the newborn intensive care unit (NICU), and tended to well babies.

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www.alamedaalliance.org

San Leandro, California 94578
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PROVIDER SPOTLIGHT: DR. DONNA CAREY

(CONTINUED FROM PAGE 1)

Dr. Carey served as the chief of pediatrics for Alameda Health System (AHS). She was also the first chair of the Department of Pediatrics for AHS. AHS is one of the largest public health systems in California, and it is the safety net for Alameda County residents. In addition, Dr. Carey was the president of Sinkler Miller Medical Association, which is an organization of African American physicians in the Bay Area.

Dr. Carey wears multiple hats that complement each other well. As the first lady, and executive pastor at True Vine Ministries in West Oakland, Dr. Carey helps organize community-focused, and community-minded events to promote and encourage health and wellness through health fairs and screenings. True Vine ministries has been crucial to Alameda County residents during the COVID-19 pandemic by providing vaccines at no cost, health care information, and other resources.



Not only does she enjoy her role as a pediatrician where she gets to see families on a one-on-one basis, she also has a passion for working with the Alliance to help create bigger change and implement policies to positively impact the lives of all of our members. Her compassion and empathy for our community aligns with the Alliance mission and vision and we are honored to work with Dr. Carey in caring for our members.

In her spare time, Dr. Carey enjoys the Bay Area outdoors by taking walks around Lake Merritt in Oakland, and the San Leandro Marina. In addition, she enjoys baking and is diligently working to perfect her mother's pound cake recipe. Dr. Carey shares COVID-19 updates and other important health and wellness information, and how to live well, on her YouTube channel "Talking with Dr. Donna."

The Alliance is honored to have Dr. Carey on our team as the Medical Director of Case Management. Her knowledge, experience, and advocacy work are invaluable for the Alliance, our members, provider partners, and our community.

For more information about Dr. Donna Carey, and to connect with her on social media, please visit www.mydrdonna.com.

Do you want to learn more about Dr. Carey?

Please visit our website to watch a short video at www.alamedaalliance.org. You can also connect with us on Facebook and Twitter to view the video.

 www.facebook.com/alamedaallianceforhealth

 [@alamedaalliance](https://twitter.com/alamedaalliance)

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ALLIANCE 2022 HOLIDAY CALENDAR

The Alliance office will be closed in observance of the following holidays:

New Year's Day (Observed)

Monday, January 3rd

Martin Luther King Jr. Day

Monday, January 17th

Presidents' Day

Monday, February 21st

Memorial Day

Monday, May 30th

Juneteenth Holiday (Observed)

Friday, June 17th

Independence Day

Monday, July 4th

Labor Day

Monday, September 5th

Thanksgiving Day

Thursday, November 24th

Day After Thanksgiving

Friday, November 25th

Christmas Eve

Friday, December 23rd

Christmas Day (Observed)

Monday, December 26th



ADDRESS AND PHONE NUMBER CHANGES

If you move or get a new phone number, please let us know by calling the Alliance Member Services Department at **1.510.747.4567** (people with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**).

PROGRAM AND MATERIALS AT NO COST

Would you like to get more resources or learn more about classes and programs? Just fill out the **Alliance Wellness Program & Materials Request Form** on **page 24**, check the programs or materials that you want, and send it to us. Programs and materials are no cost to you as our Alliance member. To learn more, please call the Alliance Member Services Department at **1.510.747.4567** (people with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**). You can also visit **www.alamedaalliance.org/live-healthy**.

LANGUAGE SERVICES AT NO COST

We offer our Alliance members interpreters, including interpreters for individuals who are deaf and hearing impaired, for health care visits and health plan documents in their language. Aids and services for people with disabilities, like documents in braille and large print, are also available. For help with your language needs, please call the Alliance Member Services Department at **1.510.747.4567** (people with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**).

QUALITY IMPROVEMENT PROGRAM

The Alliance Quality Improvement (QI) program helps improve care for our members. We look to find out if you are getting regular exams, screenings, and tests that you need. We also want to know if you are happy with the care you get from our providers and the services we provide to you. Each year, we set goals to improve the care our members receive. The goals address care and service. We look yearly to see if we have met our goals.

To learn more about our QI program goals, progress, and results, please visit **www.alamedaalliance.org/members**.

If you would like a paper copy of the QI program, please call the Alliance Member Services Department at **1.510.747.4567** (people with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**).

COMING SOON! NEW AND IMPROVED ALLIANCE MEMBER PORTAL AND MOBILE APP!

At the Alliance, we value our dedicated member community. We have an important announcement that we would like to share with you.

You can now access many of the Alliance member portal features on your smartphone!

On our Alliance member portal and through your smartphone, you can:

- View your Alliance member ID card
- Choose your primary care provider (PCP) or doctor
- Update your contact information
- And much more!

Also, coming soon, we will have a new Alliance member mobile app to help you stay better connected to your health care information.

For more information, updates, and to sign up for the Alliance member portal today, please visit www.alamedaalliance.org.



IMPROVE YOUR BALANCE TO PREVENT FALLS



Can you name the four (4) types of exercise? They are endurance (also known as aerobics or cardio), strength, balance, and flexibility. It's important to work on all four (4) because each helps your body in different ways.

Exercises that improve balance and make your legs and hip muscles stronger can lower your chances of falling. They also help you feel better and more confident. Balance exercises can be done every day or as often as you would like. Talk to your doctor if you feel unsure about an exercise.

To improve your balance, you can try exercises such as:

- Marching in place
- Standing from a seated position
- Standing on one (1) foot
- Walking heel-to-toe
- Walking in a straight line
- Tai Chi
- Yoga

Start slowly and have a wall, sturdy chair, or person nearby. Over time, you may be able to do the exercises for longer or with less support.

To learn about programs and services for older adults in Alameda County that can help prevent falls, please call:

California Aging and Adult Information Line
Toll-free: **1.800.510.2020**

To download their "Fall Prevention Resource Guide for Older Adults," please visit **seniorinfo.acgov.org**.

For more fall prevention tips, please visit **www.alamedaalliance.org/live-healthy-library** and click "**Safety**."

You can also request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on **page 24**.

KICK START YOUR HEALTHY WEIGHT JOURNEY IN THE NEW YEAR



The key to keeping and reaching a healthy weight is making changes that you can keep up during your lifetime. These changes should include healthy eating and regular physical movement.

Tips to help you with your goals:

- **Commit to making a change.** Changing your lifestyle can be a big step. You can start by writing down or recording your goals and your promise to yourself.
- **Look at your current habits.** Make a note of what you are already doing, what you can change, and what things could make it harder for you to reach your goals.
- **Set goals that you can reach.** Make sure to keep your goals specific and realistic. Setting smaller goals and rewarding yourself can motivate you toward your bigger goals.
- **Look for resources and support.** You may find support with your family and friends. The Alliance also offers online or in-person healthy weight programs like WW (formerly Weight Watchers) and the Diabetes Prevention Program that can help you on your healthy weight journey.
- **Keep track of your progress.** Check in with yourself and your goals to see what is working and what needs to be changed.

Remember, every small change makes a difference.

If you would like to join a healthy weight program like WW or the Diabetes Prevention Program, please call Alliance Health Programs at **1.510.747.4577**. For more information, please visit www.alamedaalliance.org/live-healthy-library and click on “**Healthy Eating, Exercise, and Weight.**”

You can also request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on **page 24**.

Source: CDC. www.cdc.gov/healthyweight/losing_weight/getting_started.html

YOU CAN QUIT SMOKING: HERE'S HOW

Quitting smoking is one of the most important steps you can take to improve your health. This is true no matter how old you are or how long you have smoked.

Many people who smoke become addicted to nicotine, a drug that is found naturally in tobacco. This can make it hard to quit smoking. But the good news is there are proven treatments that can help you quit.

COUNSELING PLUS MEDICINES

Using counseling and medicine together gives you the best chance of quitting for good.

Counseling

- Can help you make a plan to quit smoking.
- Can help you prepare to cope with stress, urges to smoke, and other issues you may face when trying to quit.

YOU CAN:



Talk to your doctor or a quit smoking counselor at your clinic.



Get coaching at no cost through a Quitline. Call Kick It California (formerly California Smokers' Helpline) toll-free at **1.800.300.8086** or visit **kickitca.org** (English, Spanish, Chinese, Vietnamese, and interpreters offered).



Use no-cost online resources like **smokefree.gov** (English, Spanish) and **cdc.gov/quit**.

Medicines

- Can help you manage withdrawal symptoms and cravings, so you can stay confident and motivated to quit.

YOU CAN:



Ask your doctor about treatments to help you quit smoking. You might use more than one (1) medicine to further increase your chances of quitting.

These include:



- Nicotine patch, gum, lozenge, inhaler, or nasal spray



- Varenicline



- Bupropion

Remember, even if you've tried to quit before, the key to success is to keep trying and not give up. After all, more than half of U.S. adults who have ever smoked have quit.

For more resources about quitting smoking, please visit **www.alamedaalliance.org/live-healthy-library** and click "**Quit Smoking**." You can also request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on **page 24**.

PROTECT YOURSELF FROM THE FLU

FLU SEASON

Do your part to keep our community healthy, safe, and strong. It is more important than ever to protect yourself, family, and others. All eligible Alliance members can get a flu shot at no cost.

Please call your doctor's office to find out the nearest location to receive your flu shot.

To learn more, please visit www.alamedaalliance.org.

For more help, you can also call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone: **1.510.747.4567**

Toll-free: **1.877.932.2738**

People with speaking and hearing impairments (CRS/TTY):

711/1.800.735.2929



MEMBER SATISFACTION SURVEY

At the Alliance, we are always looking for ways to improve our member and provider satisfaction.

The Alliance surveys members to learn about your experience with health care. Your answers to these surveys help us to make things better and enhance the quality of care for all of our members.

The survey questions may cover:

- Appointment and office wait times
- How well your doctors communicate with you
- How we meet your language needs
- How satisfied you are with the Alliance as your health plan
- Your experience with the Alliance and the health care you receive

About the surveys:

- The Alliance contacts a random sample of Alliance members.
- The surveys are first mailed. If we do not receive a response, we will follow up with a phone call.
- One (1) survey is offered in English, Spanish, Chinese, Vietnamese, and Tagalog, and the other is in English and Spanish.

We value your feedback on ways we are meeting your needs and how we can improve.

Thank you for taking the surveys if you are contacted!



TIMELY ACCESS STANDARDS*

The Timely Access Standards table below shows how quickly you should be able to schedule an appointment for each type of visit.

PRIMARY CARE PHYSICIAN (PCP) APPOINTMENT	
APPOINTMENT TYPE:	APPOINTMENT WITHIN:
Non-Urgent Appointment	10 Business Days of Request
OB/GYN Prenatal Appointment	10 Business Days of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of Request

SPECIALTY/OTHER APPOINTMENT	
APPOINTMENT TYPE:	APPOINTMENT WITHIN:
Non-Urgent Appointment with a Specialist Physician	15 Business Days of Request
Non-Urgent Appointment with a Behavioral Health Provider	10 Business Days of Request
Non-Urgent Appointment with an Ancillary Service Provider	15 Business Days of Request
OB/GYN Prenatal Appointment	15 Business Days of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of 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.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	

PA = Prior Authorization

Urgent Care refers to 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 refers to routine appointments for non-urgent conditions.

Triage or Screening refers to 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.

*Per Department of Managed Health (DMHC) and Department of Health Care Services (DHCS) Regulations, and National Committee for Quality Assurance (NCQA) Health Plan (HP) Standards and Guidelines.

COVID-19 VACCINE AND AT-HOME OVER-THE-COUNTER TESTS

The Alliance is working hard to keep our community healthy, safe, and strong! We want you to have the information you need about COVID-19 and the vaccine – to help you, your family, your friends, and your loved ones make the best decisions for your health.

The COVID-19 vaccine is still your best shot for protection and preventing hospitalization and death from coronavirus disease. It is the best way to help protect yourself and your loved ones! The choice is yours.

Right now, all Alliance members age 5 and older can get the COVID-19 vaccine at no cost. Making an appointment is simple, and walk-up and in-home options are available.

To schedule an appointment, please visit: bit.ly/AICoSignUp or call **1.510.208.4VAX**.

If you need transportation assistance to get to a COVID-19 vaccination site, please call the Alliance transportation reservation line at toll-free at **1.855.891.7171**, Monday through Friday, 8 am to 5 pm.

OVER-THE-COUNTER COVID-19 RAPID TESTS NOW AVAILABLE AT NO COST FOR ALLIANCE GROUP CARE AND MEDI-CAL MEMBERS

Alliance members can order over-the-counter (OTC) COVID-19 rapid antigen tests from the federal government at www.COVIDtests.gov at no cost. Every home in the U.S. is eligible for at-home COVID-19 tests from that website at no cost. If you need help with the Internet or need additional support placing an order, please call their COVID-19 Vaccination Assistance Hotline toll-free at **1.800.232.0233** (TTY **1.888.720.7489**).

ALLIANCE GROUP CARE MEMBERS:

Starting Saturday, January 15, 2022, Alliance members in our Group Care Plan can get up to eight (8) OTC COVID-19 rapid antigen tests per month at no cost through the Alliance pharmacy network.

Simply follow the three (3) steps below:

1. Visit your Alliance network pharmacy or any pharmacy in the Alliance network to obtain OTC COVID-19 rapid antigen tests.
2. The COVID-19 rapid antigen tests must be FDA-approved. Please consult with the pharmacist to confirm FDA approval.
3. You must show your Alliance member ID card to verify eligibility.

To find an Alliance network pharmacy near you, please visit our online pharmacy directory at www.alamedaalliance.org/help/find-a-pharmacy.

You may also call:

Alliance 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**



If you choose to purchase an eligible FDA-approved COVID-19 rapid antigen test from a retail store or pharmacy outside of the Alliance network, you will be reimbursed up to \$12.00 a test, per federal guidelines.

To request reimbursement for eligible tests, please follow the steps below:

1. Visit the online Alliance Member Portal at **www.alamedaalliance.org**
2. Complete the online Member Reimbursement Request Form for medical expenses (found in the Alliance Member Portal).
3. Upload and attach a copy of the receipt for proof of purchase to the form.
4. Attest that the eligible tests are for personal use and not for other unauthorized purposes.
5. Please Note: Online reimbursement request forms and receipts must be submitted through the secure Alliance Member Portal.
6. Only complete reimbursement forms will be accepted.
7. You can only be reimbursed for up to eight (8) eligible tests per month at \$12.00 per test.

ALLIANCE MEDI-CAL MEMBERS:

Starting Saturday, January 15, 2022, the California Department of Health Care Services (DHCS) Medi-Cal Rx program will cover over-the-counter (OTC) COVID-19 rapid antigen tests for Alliance members in our Medi-Cal Plan at no cost. To get eligible OTC COVID-19 rapid antigen tests, please go to any participating Medi-Cal Rx pharmacy, or call Medi-Cal Rx toll-free at **1.800.541.5555** (TTY **1.800.430.7077**) for more information.

Currently, the DCHS Medi-Cal Rx program will reimburse Alliance members in our Medi-Cal Plan for OTC COVID-19 rapid antigen tests that were purchased between Thursday, March 11, 2021, and Monday, January 31, 2022.

To request reimbursement for OTC COVID-19 rapid antigen tests from the DHCS Medi-Cal Rx program, please visit **www.dhcs.ca.gov/services/medi-cal/Pages/Medi_Cal_Conlan.aspx**.

Please Note: The Alliance will deny Medi-Cal reimbursement requests for OTC COVID-19 rapid antigen tests and will ask you to send reimbursement requests to Medi-Cal Rx.

For all other questions, please call:

Alliance 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**

We are all in this together, and we can all work to be a part of the solution. Thank you for doing your part to help keep your loved ones and our community safe.

If you have questions about the vaccine process, please call the Alliance Member Services Department toll-free at **1.877.932.2738**.



The California Department of Health Care Services (DHCS) California Advancing and Innovating Medi-Cal (CalAIM) will start January 2022. The goal of this program is to improve the quality of life and health outcomes for Medi-Cal members. The program helps members navigate complex health care and social supports, like housing, food, and other needs to help all members have the best health outcomes.

Starting in 2022, the Alliance will offer the new Enhanced Care Management (ECM) benefit and Community Supports (CS) options. ECM will focus on people experiencing (or at risk of) homelessness, people who often visit the emergency room, people moving from skilled nursing facilities, and children or youth with complex care needs. ECM will also help people returning to the community after being in jail or prison.

Along with this important benefit, the Alliance will also begin to offer community support services like housing and home-based services, day programs, respite for caregivers, and medically tailored meals.

To learn more about ECM and In Lieu of Services (ILOS), please visit the California DHCS website at www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx.

ENHANCED CARE MANAGEMENT (ECM) NEW BENEFIT ALERT

The Alliance is honored to be your partner in health. We want to let you know about a new Medi-Cal benefit called Enhanced Care Management (ECM).

ECM is a benefit that provides extra care coordination services to members with highly complex needs. This new benefit can help you get the care you need to stay healthy and coordinate the care you get from different doctors and others involved in your care.

Starting Saturday, January 1, 2022, some eligible Medi-Cal members can get ECM services from the Alliance.

What are ECM services?

If you qualify for ECM, you will have your own care team, including a care coordinator. This person will talk to you and your doctors, mental health providers, specialists, pharmacists, case managers, social services providers, and others to make sure everyone works together to get you the care you need. A care coordinator can also help you find and apply for other services in your community.

Your ECM care coordinator can help you:

- Find doctors and get appointments for health-related services you may need;
- Better understand and keep track of your medications;
- Set up a ride to get to your doctor visits;
- Find and apply for community-based services based on your needs, like housing supports or medically nutritious food; and
- Get follow-up care after you leave the hospital.

Getting ECM services will not change the Medi-Cal benefits you already have. It will give you extra help to better coordinate your care at no cost to you.

How do I find out if I can get this new benefit?

ECM will be offered to members at different times starting on Saturday, January 1, 2022. If any of the below apply to you, you may be eligible for ECM.

You can contact the Alliance to find out if ECM is available to you.

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone: **1.510.747.4567**

Toll-free: **1.877.932.2738**

People with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**

ENHANCED CASE MANAGEMENT (ECM) NEW BENEFIT ALERT

(CONTINUED FROM PAGE 15)

Starting in January 2022:

- a. If you are an adult and do not currently have stable housing;
- b. If you are an adult and have difficult health issues, and you have needed to go to the hospital or Emergency Department many times over the last six (6) months;
- c. If you are an adult and have a serious mental health condition or struggle with drug or alcohol use;
- d. If you are an adult and were recently released from jail or prison and need help returning to living in the community.

Starting in January 2023:

- a. If you are an adult and are eligible for long-term care services because of your health condition, but don't want to stay in a nursing home or facility;
- b. If you are an adult and are staying in a nursing facility but would rather live at home;
- c. If you are an adult and were recently released from jail or prison;
- d. If you are under age 21 and were released from a juvenile detention center, jail, or prison.

Starting in July 2023:

- a. If a child or youth does not have stable housing;
- b. If a child or youth has difficult health issues and needed to go to the Emergency Department or the hospital many times over the last six (6) months or year;
- c. If a child or youth has a serious emotional or mental health issue;
- d. If a child or youth is already getting services through the California Children's Services (CCS)/CCS Whole Child Model (WCM) but has additional needs beyond their CCS condition;
- e. If a child or youth is, or has a history of being, part of a child welfare program or foster care.

If you qualify, you may be contacted about ECM services. You can also call the Alliance to find out if and when you can receive ECM. Or talk to your health care provider to find out if you qualify for ECM and when and how you can receive it.

Questions?

For questions about ECM, please call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone: **1.510.747.4567**

Toll-free: **1.877.932.2738**

People with speaking and hearing impairments (CRS/TTY): **711/1.800.735.2929**

NOTICE OF NON-DISCRIMINATION AND LANGUAGE ACCESS

Discrimination is against the law. The Alliance follows state and federal civil rights laws. The Alliance does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

English

ATTENTION: If you need help in your language call **1.877.932.2738** (TTY: **1.800.735.2929**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1.877.932.2738** (TTY: **1.800.735.2929**). These services are at no cost.

Mensaje en Español (Spanish)

ATENCIÓN: Si necesita ayuda en su idioma, llame al **1.877.932.2738** (TTY: **1.800.735.2929**). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1.877.932.2738** (TTY: **1.800.735.2929**). Estos servicios son gratuitos.

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。这些服务都是免费的。

Khẩu Hiệu Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Các dịch vụ này đều miễn phí.

Tagalog

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Libre ang mga serbisyong ito.

BETTER SERVICES AND SATISFIED PROVIDERS



This past year has impacted our provider partners in unprecedented ways. Many have been on the front lines treating COVID-19 patients. Providers have also been dealing with the stress and financial impact of the pandemic. We know that provider satisfaction is tied to patient wellness, and we want to make sure our providers feel valued and supported. We are pleased to report that our partnerships with our providers remain strong.

Satisfaction among our doctors continues to increase each year. We have improved from 58 percent satisfaction in 2015 to over 85 percent satisfaction rate reported this past year. These numbers reflect the results of a survey conducted between October and December of 2020. The survey includes doctors, specialty care physicians, and behavioral health clinicians within the Alliance network. The survey measured provider satisfaction and how well the Alliance is meeting their needs and expectations.

During one of the toughest years in recent history, the Alliance worked to ensure that the providers in our network had access to the tools they needed to successfully care for their patients and our members. As the local health plan of choice, the Alliance remains mission-driven and committed to building and maintaining a motivated provider network that works to improve health for all.



MEDI-CAL RX: CALIFORNIA'S NEW PHARMACY BENEFIT SYSTEM

At the Alliance, we are here to help you get the care you need. As your partner in health, we have an important update to share with you.

Effective Saturday, January 1, 2022, the Department of Health Care Services (DHCS) will manage the Medi-Cal pharmacy benefit instead of the Alliance. The new program will be called "Medi-Cal Rx." We have put together frequently asked questions (FAQs) to provide information on the change.

What is changing?

Starting Saturday, January 1, 2022, DHCS is working with a new contractor, Magellan Medicaid Administration, Inc. (Magellan), to provide Medi-Cal Rx services. The Alliance will no longer be the administrator for the pharmacy benefit after Saturday, January 1, 2022.

What do I need to do?

Most Alliance members will not need to do anything. DHCS will automatically transition from the existing administrator to Magellan on Saturday, January 1, 2022. Your doctors and pharmacies know about the change and know what to do. There is no change in your Medi-Cal eligibility or benefits.

What happens now?

Your access to your pharmacy benefits will not change. There will be no change in how you pay for your medications. For most Medi-Cal members there is no cost. Most people will be able to use the same pharmacy they do now on January 1, 2022. If your pharmacy does not work with Medi-Cal Rx, you may need to choose another pharmacy.

Will I need to change my medications?

Most Alliance members will not have any change in their medications. Some medications may need approval from Magellan before you can get them. For these medications, your doctor or pharmacy will have to fill out a form and get approval when you renew your prescription. Your doctor might also talk to you about changing to a similar medication that doesn't need approval. Your doctor and pharmacy will know about this change.

Is the California Children's Services (CCS) program a part of the change?

Yes, the California Children's Services (CCS) program is included in the transition to Medi-Cal Rx. Magellan will manage your authorizations and pharmacy claims payment. Your provider and pharmacy will be trained and knowledgeable about the new program.

What should I do if I need a new medication after Saturday, January 1, 2022, and it requires prior authorization (PA)?

Medications that were covered before may or may not be covered by Medi-Cal Rx going forward. Your doctor can submit a PA request to Magellan if needed. For the first 180 days, no PA request is required for existing prescriptions without previously approved PAs for medications not on the Medi-Cal Contract Drug List. After 180 days, a PA request must be submitted to Magellan. Your doctor has until June 30, 2021 to submit the request.

What should I do if I have a pharmacy-service-related complaint after Saturday, January 1, 2022?

Starting Saturday, January 1, 2022, Magellan will handle all pharmacy service complaints. To submit a complaint, please visit www.medi-calrx.dhcs.ca.gov or call Magellan Customer Service toll-free at **1.800.977.2273**, 24 hours a day, 7 days a week, 365 days a year.

Please Note: You can only use the Magellan website and toll-free number to file a complaint on or after Saturday, January 1, 2022. Pharmacy complaints through the Alliance will be discontinued on Saturday, January 1, 2022.

How can I appeal a pharmacy benefit decision?

Appeals will be handled through a State Fair Hearing. If you disagree with a denial or change of Medi-Cal Rx services, you may request a State Fair Hearing. The California Department of Social Services has a State Fair Hearing process if you want to appeal a pharmacy benefit decision. This process is different from the appeals process you may have used with the Alliance. In a State Hearing, a judge reviews your request and makes a decision.

MEDI-CAL RX: CALIFORNIA'S NEW PHARMACY BENEFIT SYSTEM

(CONTINUED FROM PAGE 19)

If a service is denied or changed, a form to request a State Fair Hearing will automatically be sent to you with the notice of denial or change. You can also get the "State Hearing Request" form at www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx. Instructions and additional options can be found on the DHCS website.

After Saturday, January 1, 2022, you can also access the State Fair Hearing form by visiting www.medi-calrx.dhcs.ca.gov or by calling Magellan Customer Service toll-free at **1.800.977.2273** (TDD: **711**).

You may also ask for a State Hearing by calling toll-free at **1.800.952.5253** (TTY: **1.800.952.8349**). Please note that the number can be very busy so you may get a message to call back later.

You can get more information about the State Hearing Process by going to www.dhcs.ca.gov/services/medi-cal/pages/medi-calfairhearing.aspx.

Who do I contact for help or more information?

IF YOU BELONG TO A MEDI-CAL MANAGED CARE PLAN (MCP)	IF YOU GET YOUR CARE FROM FEE FOR SERVICE (FFS) MEDI-CAL
<p>On or before Wednesday, March 31, 2021</p> <ul style="list-style-type: none"> If you have questions about a medication or other pharmacy services, please call: Alliance 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 For Medi-Cal Rx general questions, please call: Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 People with hearing and speaking impairments (TTY): 1.800.430.7077 <p>On or after Saturday, January 1, 2022</p> <ul style="list-style-type: none"> For all questions, please call: Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 (24 hours a day, 7 days a week, 365 days a year) People with hearing and speaking impairments (TDD): 711 	<p>On or before Wednesday, March 31, 2021</p> <ul style="list-style-type: none"> If you have questions about a medication or other pharmacy services, please call: Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 People with hearing and speaking impairments (TTY): 1.800.430.7077 <p>On or after Saturday, January 1, 2022</p> <ul style="list-style-type: none"> For all questions, please call: Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 (24 hours a day, 7 days a week, 365 days a year) People with hearing and speaking impairments (TDD): 711

Where can I get help finding a pharmacy?

Most pharmacies will accept your new coverage. To ask if your pharmacy will accept Medi-Cal Rx you can call the Medi-Cal Member Toll-Free Help Line at **1.800.541.5555** (TTY **1.800.430.7077**).

If you need help finding a pharmacy on or after January 1, 2022, use the Medi-Cal Rx Pharmacy Locator online at www.medi-calrx.dhcs.ca.gov or call Customer Service toll-free at **1.800.977.2273**, 24 hours a day, 7 days a week, (TTY **711**), Monday – Friday, 8 am – 5 pm.

Please Note: The website pharmacy locator will be available in March 2021 and the phone number starting April 1, 2021.

I'm eligible for both Medicare and Medicaid (Medi-Cal). How does this change affect me?

If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions Medicare does not, so you should talk to your doctor or pharmacy if you have any questions.

For questions about this notice, or Medi-Cal Rx general questions, please contact DHCS via email at rxcarveout@dhcs.ca.gov. Please make sure to write that you have a question about Medi-Cal Rx. Please do NOT include personal information in your first email. If DHCS staff needs more information to help you, they will reply with a secure email asking for your information.

IMPORTANT PHONE NUMBERS

Service	Contact Number
Emergency	911
Poison Control	1.800.222.1222
Alameda County Social Services Medi-Cal Center	1.800.698.1118 or 1.510.777.2300
Medi-Cal Plan Enrollment/Changes	1.800.430.4263

ALAMEDA ALLIANCE FOR HEALTH (ALLIANCE)

Main Line	1.510.747.4500
Member Services Department Monday – Friday, 8 am – 5 pm	1.510.747.4567
Toll-Free	1.877.932.2738
People with hearing and speaking impairments (CRS/TTY)	711/1.800.735.2929

CARE SERVICES

Behavioral Health Care Services	
Beacon Health Options	1.855.856.0577
Alameda County Behavioral Health Care Services (ACCESS)	1.800.491.9099
Dental Care Services	
Medi-Cal Members: Denti-Cal	1.800.322.6384
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	1.510.577.3552
Vision Care Services	
Medi-Cal Members: MARCH Vision Care	1.844.336.2724
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	1.510.577.3552
Nurse Advice Line	
Medi-Cal Members	1.888.433.1876
Group Care Members	1.855.383.7873

Connect with us!



Alameda Alliance for Health Wellness Programs & Materials



Member Request Form – Alameda Alliance for Health (Alliance) provides health education at no cost. We want you to take charge of your health by having the best information possible. Please select the topics that you want us to send you. 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
- WW (*formerly Weight Watchers*)

For translators:
for Chinese and
Vietnamese
translations
please have
it say: Asian
Smokers'
Quitline

→ (please have *Kick It California* call me)



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
- Car Seat Safety
- 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

Name (self): _____
 Alliance Member ID Number: _____
 Child's Name (if applies): _____
 Child's Member ID Number: _____
 Age of Child: _____
 Address: _____
 City: _____ Zip Code: _____

Written Language: _____
 Spoken Language: _____

The requested materials will be mailed to you. How may the Alliance contact you?

- Please check all that apply:
- Phone: _____
 - Email: _____
 - Text: _____



To order, please complete this form on the member portal
 at www.alamedaalliance.org or mail this form to:

Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502

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**

IMPORTANT ALLIANCE MEMBER UPDATE



Thank you for choosing the Alameda Alliance for Health (Alliance) for your health care needs. We are your partner in health. We want to share an important update with you.

COMMUNITY SUPPORTS

Community Supports may be available under your Individualized Care Plan. Community Supports are medically appropriate and cost-effective alternative services or settings to those covered under the Medi-Cal State Plan. These services are optional for members to receive. If you qualify, these services may help you live more independently. They do not replace benefits that you already get under Medi-Cal. The Alliance will offer several homeless-related Community Supports, Medically Tailored/Supportive Meals and Asthma Remediation (limited to members under age 19 at this time).

If you need help or would like to find out what Community Supports may be available for you, please call:

Alliance 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**

IMPORTANT ALLIANCE MEMBER UPDATE



2022 MEMBER HANDBOOK AND EVIDENCE OF COVERAGE UPDATE FOR MEDI-CAL

SECTION 4 – BENEFITS AND SERVICES

MEDI-CAL BENEFITS COVERED BY ALAMEDA ALLIANCE FOR HEALTH

Outpatient (ambulatory) services

The Provisional Postpartum Care Extension Program has been replaced with the new Postpartum Care Extension Program.

The Postpartum Care Extension Program

The Postpartum Care Extension Program provides extended coverage for Medi-Cal members during both the pregnancy and after pregnancy.

The Postpartum Care Extension Program extends coverage by the Alliance for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status and no additional action is needed.

Rapid Whole Genome Sequencing

Rapid Whole Genome Sequencing (rWGS), including individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing, is a covered benefit for any Medi-Cal member who is one (1) year of age or younger and is receiving inpatient hospital services in an intensive care unit. rWGS is an emerging method of diagnosing conditions in time to affect intensive care unit (ICU) care of children one (1) year of age or younger. If your child is eligible for California Children's Services (CCS), CCS may be responsible for covering the hospital stay and the rWGS.