



Important Reminder: Case Management Programs

At Alameda Alliance for Health (Alliance), we value our dedicated provider community. We have an important reminder that we want to share with you about our Case Management Programs. Alliance Case Management Programs coordinate with providers and community partners to improve health outcomes and integrate care for our members across medical, behavioral health care, and social services. Our Case Management Programs are designed to help address the patient's health care needs across the continuum of care from well-being to end of life through the identification, assessment, development, and execution of targeted, evidence-based, individualized care plans. We invite you to refer Alliance member patients to our Case Management Programs.

PROGRAM GOALS

- Avoid readmissions
- Enhance the patient-to-provider relationship
- Facilitate coordination of care and services to meet member health needs
- Identify and document measurable member-specific health goals and plan of care
- Improve health outcomes for the Alliance member
- Manage chronic conditions
- Reduce avoidable emergency department (ED) visits
- Reduce unnecessary medical utilization

INTERVENTIONS

Interventions for Case Management Programs may include the following, but are not limited to:

- Assess members for needs through various assessments including Health Risk Assessments (HRAs)
- Coordinate care between member and community providers across the continuum
- Assist members to obtain measurable health outcome goals through educating and facilitating access to services and community resources
- Develop individualized care plans that address member health and social needs with member-centric goals and interventions
- Empower members with resources and information to self-manage their health conditions
- Provide mailed and verbal education and coaching appropriate for the member
- Review and analyze data to select targeted members for opportunities for improved care management and coordination
- Work in partnership with community agencies and health practitioners who provide case/care management and services to our members

PROGRAMS

- Complex Case Management (CCM)
- Disease Management
- Transitional Care Services
- Care Coordination

Complex Case Management (CCM)

The Alliance Complex Case Management (CCM) Program can work with you and the member to improve the member's health. This program is designed for members who are dealing with complex health conditions and who often visit the emergency room or hospital.

Disease Management

The Alliance Disease Management Program offers support for our members who have asthma and diabetes. This program offers support for services and resources to help carry out your advice and treatment.

Who is Eligible

- Children (5– 11 years of age) diagnosed with asthma
- Adults (over 18 years of age) diagnosed with diabetes
- Other members who need support with their asthma or diabetes

Transitional Care Services

The Alliance provides Transitional Care Services (TCS) to members who are transferring from one setting or level of care to another. A single point of contact will help members during their transition.

Who is Eligible

Transitional Care Services will be offered to members who meet the criteria. The Alliance may contact the member about TCS if they qualify. You can also call the Alliance to find out when your member can receive TCS.

Care Coordination

The Care Coordination Program helps members name their needs and develop a plan for meeting those needs. Member needs are identified by HRAs, and other member-centric information provided to the Alliance.

REFERRALS

Providers can refer Alliance members by calling:

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

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