



Important Update on New Benefits and Services Starting Saturday, January 1, 2022

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important CalAIM update that we would like to share with you. CalAIM is a statewide California Department of Health Care Services (DHCS) multi-year initiative that builds upon the Whole Person Care (WPC) Pilot and Health Homes Program (HHP). It is designed to implement a broad delivery system, program, and payment reform across the Medi-Cal program with the ultimate long-term goal of a better quality of life for all Medi-Cal members.

Effective, Saturday, January 1, 2022, the existing HHP will transition to Enhanced Care Management (ECM) and we will also begin to offer six (6) Community Supports (CS) services.

Enhanced Care Management (ECM)

Enhanced Care Management (ECM) is a benefit that provides extra care coordination services to members 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 those services covered under the Medi-Cal State Plan. These services are optional and may help members live more independently but do not replace benefits that they already get under Medi-Cal. The Alliance is currently offering the following CS services:

- Asthma Remediation
- Homeless-related CS (housing transition navigation, housing deposits, and housing tenancy & sustaining services)
- Medically Tailored/Supportive Meals and
- Recuperative Care (Medical Respite)

Members can be referred for ECM and CS by their provider to:

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 quality care that you 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