



## Important Reminder: Continuity of Care (CoC) for Members with Long-Term Care (LTC) is Winding Down

At Alameda Alliance for Health (Alliance), we value our dedicated provider community and the relationships with our provider partners in caring for our members in Long-Term Care (LTC) settings. We have an important update about the Department of Health Care Services (DHCS)-mandated Continuity of Care (CoC) period ending for both members in facilities and for external services provided to members while in facilities.

As you may already know, **DHCS ended new requests for LTC CoC on Friday, June 30, 2023.** The Alliance has noted some Alliance members living in LTC facilities still may not have authorization from the Alliance for the facility bed or ancillary services. To help further support a smooth transition from fee-for-service (FFS) Medi-Cal coverage to the Alliance Medi-Cal managed care, **the Alliance will extend requests for CoC authorizations until Saturday, September 30, 2023.** This extension applies to members who were in custodial care before transitioning to the Alliance.

If you have Alliance members without authorization for custodial services or LTC residents receiving ancillary/professional services, please submit an authorization request.

There are two (2) ways to complete the Authorization Request Form (ARF):

- 1. Submit electronically through the Alliance Provider Portal**
  - a. Visit the Alliance website at **[www.alamedaalliance.org](http://www.alamedaalliance.org)** and select **Provider Portal** in the upper right corner.
  - b. Log in to the Provider Portal
  - c. Select **Forms**
  - d. Select **Long-Term Care (LTC) Forms**
- 2. Fax the form to the Alliance Long-Term Care (LTC) Department**
  - a. Visit the Alliance website at **[www.alamedaalliance.org/providers/calaim/long-term-care](http://www.alamedaalliance.org/providers/calaim/long-term-care)**
  - b. Download and complete the appropriate LTC form.
  - c. Fax the completed form to the Alliance Long-Term Care (LTC) Department at **1.510.747.4191**.

The Alliance may deny claims submitted on or after **Sunday, October 1, 2023**, for LTC services, room and board, or ancillary/professional if an authorization is not on file.

Authorization requests received after **Saturday, September 30, 2023**, may be eligible for retroactive review. However, the Alliance has a 90-day look-back limit for consideration of retroactive authorizations.

If you have any questions, please contact the LTC Department or the Alliance Long-term Services and Supports (LTSS) provider liaison, Laura Grossmann-Hicks at **1.510.995.1224** or email **[lgrossmann@alamedaalliance.org](mailto:lgrossmann@alamedaalliance.org)**.

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

**Questions?** Please call the Alliance Long-Term Care (LTC) Department  
Monday – Friday, 8 am – 5 pm  
Phone Number: **1.510.747.4191**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**