

**FOR IMMEDIATE RELEASE**

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**ALAMEDA ALLIANCE FOR HEALTH ANNOUNCES TOP MARKS FOR PROVIDER SATISFACTION**

Satisfaction among Alliance contracted providers reached its highest level in 2022

Alameda, CA – Alameda Alliance for Health (Alliance), the local health plan that administers health care services to more than 355,000 Alameda County residents is proud to share that satisfaction rates among its contracted community providers has reached its highest level with over 86 percent of providers reporting overall satisfaction with the Alliance. In 2015, satisfaction rates were at 58 percent and thanks to ongoing partnerships with contracted providers, the Alliance has seen a significant increase over the last few years.

These numbers reflect the results of a survey conducted by a third-party firm towards the end of 2022 which included Alliance contracted primary care physicians, specialty care physicians, and behavioral health clinicians. When asked whether they would recommend the Alliance to other physicians' practices, 96 percent of providers surveyed said that they would. Studies have shown that physician satisfaction is associated with patient satisfaction, and these findings demonstrate the work that the Alliance has been doing to create a patient centered organization where physical, behavioral, emotional, and social services are delivered to members.

"Physicians have long faced challenges in the health care system, leading to high levels of burnout, and the pandemic further exacerbated this issue, said Scott Coffin, CEO of the Alliance. "We are proud that our efforts to strengthen our partnerships with our community providers and ensure that their well-being was a top priority have contributed to this significant increase in their satisfaction with our organization."

Throughout the pandemic, the Alliance partnered with community providers to ensure patients' health and overall wellness were continually centered. The Alliance also focused on removing barriers to the delivery of care, created greater operational efficiency and capacity, and strengthened communication with providers to better facilitate payments, authorizations and information about patients' medical history. During the first year of the pandemic, providers requested assistance and the Alliance accelerated claims payments to providers that helped improve cash flow and expedited quality incentive payments. Additionally, the Alliance funded \$6.6 million in financial support to safety-net providers as part of an emergency crisis fund to help them treat and support patients impacted by COVID-19.

The Alliance continues to recognize that provider satisfaction is a critical component of a strong health care delivery system and is committed to helping create more equitable systems that support the Alameda County physician community.

To learn more about the Alliance, visit us at <http://alamedaalliance.org/>.

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### **About Alameda Alliance for Health**

Alameda Alliance for Health (Alliance) is a local, public, not-for-profit managed care health plan committed to making high quality health care services accessible and affordable to Alameda County residents. Established in 1996, the Alliance was created by and for Alameda County residents. The Alliance Board of Governors, leadership staff, and provider network reflect the county's cultural and linguistic diversity. The Alliance provides health care coverage to over 355,000 low-income children and adults through National Committee for Quality Assurance (NCQA) accredited Medi-Cal and Alliance Group Care programs.