



PROVIDER **PULSE** ER

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NEW! ALLIANCE AND STANFORD CANCER PROGRAM PARTNERSHIP

We are excited to announce our new partnership with Stanford Medicine and Stanford Health Care's University HealthCare Alliance (UHA) Cancer Network Program. This partnership will allow Alliance members with oncologic or hematologic diagnoses to have access to Stanford Cancer Network specialists through both in-person and virtual visits.

The Stanford Cancer Network Program cancer specialists will provide enhanced care coordination, and streamlined access to Stanford Cancer Network surgical and medical specialists. These specialists will help remove barriers for patients to access specific, highly complex Stanford Cancer Network Program diagnostic services, and cancer clinical trials.

Who qualifies?

Any Alliance member with an oncologic or hematologic diagnosis and directly assigned to an Alliance primary care provider (PCP) or doctor. Alliance members also need a referral from their PCP for this program.

How do I refer an Alliance member who qualifies?

Alliance directly contracted providers may refer Alliance members to one of the Stanford Cancer Network Program cancer specialists listed on the next page by completing an online referral or the attached referral form. In accordance with the Alliance referral policy, care initiated by a listed provider will not require prior authorization (PA). Consultations with any Stanford Cancer Network Program subspecialists will be coordinated by Stanford clinical administration.

NEW! ALLIANCE AND STANFORD CANCER PROGRAM PARTNERSHIP (CONTINUED FROM PAGE 1)



Online Referral Instructions

1. Log into the Stanford Referring Provider Portal – PRISM at prism.stanfordhealthcare.org.
2. Select your patient and complete the referral information.
3. Attach any relevant records.

You can log back into the portal to see the status of your referral at any time.

The Alliance and Stanford Cancer Network specialists will meet monthly to review care of members, clinical requirements, and goals and outcomes of care. Stanford Cancer Network specialists will collaborate with Stanford Cancer Network subspecialists to facilitate members' access to applicable cancer clinical trials where members will be seen at Cancer Center Palo Alto. The Alliance will cover local ground transportation for members participating in clinical trials.

Please Note: This does not apply to members who are assigned to an Alliance delegated provider network.

For more details about the referral process, please visit the Stanford Health Care website at stanfordhealthcare.org/health-care-professionals/referring-physicians.html.

Together, the Alliance, our dedicated members, and provider partnerships are creating a healthier community for all.

NEW! ALLIANCE AND STANFORD CANCER PROGRAM PARTNERSHIP (CONTINUED FROM PAGE 2)

Breast Oncology Surgery

Emeryville and Pleasanton

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Daphne Ly	1.650.498.6004	1.650.498.7237
Dr. Jean Bao		

General Medical Oncology and Hematology

Pleasanton

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Rishi Sawhney	1.925.734.8130	1.925.225.9520
Dr. Kavitha Raj		

Castro Valley

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Nitin Joshi	1.510.888.0657	1.510.886.4532

Emeryville

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Ellen Chuang	1.510.901.3552	1.510.806.2557
Dr. Anjali Sibley		

Gynecologic Oncology

Emeryville

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Isabel Lazo	1.650.498.6000	1.650.498.7237

Pleasanton

PROVIDER NAME	PHONE NUMBER	FAX NUMBER
Dr. Isabel Lazo	1.650.498.6000	1.650.498.7237
Dr. Valerie Sugiyama		

ALAMEDA ALLIANCE FOR HEALTH EARNS HIGH HONORS FOR SERVICE EXCELLENCE



The Certified Center of Excellence designation from BenchmarkPortal recognizes the Alliance for the highest levels of customer service delivered throughout Alameda County.

Alameda Alliance for Health (Alliance), your number one local health plan that serves more than 260,000 residents in Alameda County, received certification as a Center of Excellence for superior performance in the Alliance Member Services Call Center. The Center of Excellence recognition, awarded by BenchmarkPortal, is a prestigious distinction in the customer service and support industry.

“Our team is committed to providing the highest levels of exceptional service to our members and providers,” said Gia Degrano, Alliance Member Services Director. “This certification of excellence further shows our dedication to deliver first-rate customer service and ensure that our members have access to the care and services they need to stay healthy.”

As a committed safety-net partner, the Center of Excellence recognition strengthens our allegiance to centering the needs of members and the larger Alameda County community. To become a Center of Excellence, the Alliance had to pass a rigorous assessment that measures consistent, and sustainable performance on key operating metrics. The key metrics were rated against the international

BenchmarkPortal database – the largest in the world of contact center metrics. The outcome demonstrates the superior service the Alliance provides to members every day.

“We are greatly honored to receive the Certified Center of Excellence award during these challenging times,” said Scott Coffin, Alliance CEO. “Our mission at the Alliance is to help our members live a healthy life by providing access to high-quality care and services that they need. Providing excellent customer service is just one of the many ways that we serve our community. This achievement could not be accomplished without the hard work of our dedicated staff.”



PROVIDER SPOTLIGHT: DR. VILEISIS



Dr. Rita Vileisis has dedicated her career to helping children grow and thrive. As the daughter of immigrants from Lithuania, a young Dr. Vileisis settled in Chicago, where she received her medical degree. Her training focused on high-risk newborn care and nutrition of preemies.

Her work led her to NICUs (neonatal intensive care units) at Duke, University of Florida, and the University of New York, all while raising two wonderful children as a single mom. Although she loved the babies, after forty years she made the decision to move to the Bay Area to be with her son and family, and work with children as a pediatrician.

Today, Dr. Vileisis works in San Leandro with Dr. Blustein. The Alliance is honored to partner with Dr. Vileisis and Dr. Blustein to serve our youngest members.

Alliance members can choose Dr. Vileisis and Dr. Blustein as their doctor and clinic by calling:

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**

Do you want to learn more about Dr. Vileisis?

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



HAPPY
new year

from Alameda Alliance for Health



The Alameda Alliance for Health (Alliance) office will be closed in observance of the following holidays:



New Year's Day

Friday, January 1st

Martin Luther King Jr. Day

Monday, January 18th

President's Day

Monday, February 15th

Memorial Day

Monday, May 31st

Juneteenth Holiday

Friday, June 18th

Independence Day

Monday, July 5th

Labor Day

Monday, September 6th

Thanksgiving Day

Thursday, November 25th

Day After Thanksgiving

Friday, November 26th

Christmas Eve

Friday, December 24th

Christmas Day (Observed)

Monday, December 27th

CONTINUING PREVENTIVE CARE AT THE ALLIANCE DURING THE COVID-19 PANDEMIC



Alameda Alliance for Health (the Alliance) is proud to serve over 260,000 children and adults in Alameda County. We would like to share an update about the decline in preventive care rates among the Alliance's youngest members as a result of the COVID-19 crisis, and the strategies and programs that we have implemented to enhance prevention and health outcomes among families that we serve.

According to the Centers for Disease Control and Prevention (CDC), 70 percent of deaths in the United States are caused by chronic diseases, and about half of the U.S. population has been diagnosed with a preventable chronic illness or condition. The United States Department of Health and Human Services reports that each year, cardiovascular exams save tens of thousands of adult lives, and vaccines save the lives of about 42,000 children annually. The data suggests the well-known importance of preventive care and vaccines in maintaining the health and well-being in our community. As we know, many preventive care visits were put on hold when the first round of Shelter-In-Place orders went into effect to slow

the spread of COVID-19. The CDC reports that the number of vaccine doses ordered by doctors in the U.S. began to decline the week after the COVID-19 national emergency was declared in mid-March, and in California, vaccine rates in April decreased by more than 40 percent compared to the same period in 2019.

The Alliance also saw a decrease in rates for preventive care, particularly among our youngest members. Well-child visits for children up to age 6 at the Alliance are more than 16 percent lower in 2020 when compared to 2019, and our adolescent visits are more than 10 percent lower this year than the previous year. We understand that many parents may be fearful about exposing their child to COVID-19 by visiting their health care provider, and we have been working hard to educate parents on the risks of delaying preventive care visits and vaccines for their children. The Alliance Health Education team has been developing and distributing health education materials to our members' caregivers about the importance of vaccines as a way to ensure that their children do not contract a preventable disease that could lead

CONTINUING PREVENTIVE CARE AT THE ALLIANCE DURING THE COVID-19 PANDEMIC (CONTINUED FROM PAGE 7)



to serious illness or result in a hospital visit. Our Health Care Services team has also partnered with First 5 Alameda County's *Help Me Grow* program that works with families and providers across the county to help ensure that children ages birth to five years reach their optimal development. Through this partnership, we are in the planning stages of developing a calling campaign that would encourage parents to bring their children into the doctor's office for preventive care.

We also recognize the importance of partnering with Alliance community physicians that are providing care throughout Alameda County. Our Health Care Services team has been working with our provider partners, including community physician practices and health centers, on quality improvement projects that include incentives for parents to bring their children in for preventive care. By providing incentives for healthy behaviors, we hope that our members will understand and commit to improve the overall health and wellness of their families which will ultimately enhance health outcomes and reduce high spending on preventable health illnesses.

Additional intervention strategies our teams to prioritize include sharing Gap-in-Care reports to our community pediatricians, identifying children who require vaccinations. Gap-in-Care reports support our provider partners with information that helps them close gaps in care for their patients by indicating discrepancies between the care that they have provided patients and evidence-based practices.

Our Health Care Services team also continues to regularly monitor HEDIS® (Health Care Effective Data and Information Set) measures on well-child exams and immunizations. By looking at quality measures, we continue to identify opportunities to improve health outcomes and patient care for our members.

While the ongoing pandemic has created significant challenges to our health care delivery system, we are focused on the many opportunities to continue to provide routine preventive and other non-emergency care. As members of the local safety-net system, we remain committed to improving the quality of life of our members and the community that we serve.

TRANSPORTATION BENEFIT UPDATE



The Alliance is honored to cover transportation for all medically necessary services covered by the Alliance. We work to deliver the most efficient modality of transportation adequate for our membership needs.

The Alliance transportation benefits for our Medical membership include:

- Courtesy Transportation
- Non-Emergency Medical Transportation (NEMT)
- Non-Medical Transportation (NMT)
- Emergency Medical Transportation

Our transportation benefits for our Group Care membership include:

- Emergency Ambulance Services
- Authorized Ambulance Services

The details of our membership transportation benefits are outlined in our Provider Manual.

In the first quarter of 2021, transportation services will need to be reserved **three (3) days** in advance of scheduled appointment(s). We are making this change in order to improve the quality of service that we provide as a health plan.

This change will not impact any urgent or unscheduled provider office visits. Members will still be able to schedule these services on the day they need transportation.

The Alliance Case Management Department can help with any transportation reservations, please call toll-free at **1.877.251.9612**, Monday through Friday, from 8 am to 5 pm.

To learn more about our transportation benefits and services, and see the most recent provider updates, please visit **www.alamedaalliance.org/providers**.

If members have questions about the transportation benefit or how to schedule these services, please direct them to call:

Alliance Member Services Department
Monday through Friday, 8 am - 5 pm
Phone Number: **1.510.747.4567**
Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments:
711/1.800.735.2929

THE ALLIANCE RESPONSE TO RACISM

In light of the recent events that have taken place throughout the United States, which are a part of a long history of violence against the African American community, the Alameda Alliance for Health (Alliance) Board of Governors all approved a public statement opposing structural racism. Structural racism takes place in our society when people are not treated the same. As a healthcare plan, the Alliance understands that the current system has resulted in unequal health outcomes for African Americans. We commit to taking action that will improve the quality of life for its members, provider partners, and employees. “The recent events we have witnessed have reminded us that the racism and the dehumanizing forces of oppression continue to impact the most marginalized communities, including those that we serve at the Alliance,” said Scott Coffin, Alliance CEO. “As members of the safety-net, we stand committed to our mission to improve the quality of life for our members and our diverse community, and we will continue to listen, learn, and move forward with efforts to advance equity in our communities, and promote diversity, respect, and inclusion for all.” Alliance leadership will be listening to its employees, Alliance members, and health care partners in order to develop an action plan based on its public statement. The full statement can be read below.

Alameda Alliance for Health Public Statement Opposing Structural Racism

Alameda Alliance for Health (Alliance) has humbly served communities of color in Alameda County, one of the most diverse counties in the nation, for over 24 years. The Alliance stands with the African American community and in solidarity with movements that aim to create a world free of anti-blackness and structural racism. More than four centuries of inequity and injustice in this nation have resulted in significant disparities and inequitable outcomes for Black Americans, including access to quality health care. Additionally, Black Americans are disproportionately affected by police brutality and violence. We bear witness to the pain and suffering of Black Americans in our communities, oppose any form of structural racism and racial violence, and resolve to evaluate our own practices and their impact on our members, provider partners, and employees.



THE ALLIANCE RESPONSE TO RACISM

(CONTINUED FROM PAGE 10)



WE ACKNOWLEDGE that any form of racism is dehumanizing. Dehumanization causes social anxiety/isolation, the fear of harm or loss of life, and the potential for one to question their self-worth and value in society.

WE ACKNOWLEDGE that the legacy and injurious effects of slavery, and the laws that enforce racial discrimination and racism still experienced by Black people today, continue to cause health disparities, economic insecurity, and lack of access to public health services within the Black community.

WE ACKNOWLEDGE that systemic racism against the Black community, and all communities of color, pose a threat to economic security, physical safety, and the health of our entire community.

WE STAND unified in our belief that Black Lives Matter and we support all viable unifying efforts that work to prevent and reduce the effects of the above realities. This includes, but is not limited to, racial equity, social justice, human rights, and the celebration of diversity.

WE RESOLVE TO establish and convene a Diversity, Equity, and Inclusion Committee to address racial inequality for Black Americans and people of color, and work together to end hate, and create hope and healing in our community.

WE RESOLVE TO support equal access to employment, equitable compensation, and promotion for all employees within the Alliance.



PROVIDER TRAINING CORNER

COMMUNITY RESOURCES FOR PROVIDER TRAINING OPPORTUNITIES

To learn more about upcoming training opportunities in our community, please visit the new Provider Resources for Training and Technical Assistance Opportunities section of our website [here](#).

THE ALLIANCE RESPONSE TO RACISM

(CONTINUED FROM PAGE 11)

WE RESOLVE TO ensure our diversity continues to be reflected and maintained through equitable hiring practices in all departments and at different levels.

WE RESOLVE TO support advocacy for equitable policies and regulations that impact social determinants of health including, environmental justice, public education, and housing, for our most vulnerable communities to improve public health outcomes and reduce health disparities.

WE RESOLVE TO dedicate resources to identify and reduce health disparities that impact our Black members.

WE RESOLVE TO hold ourselves, and our provider partners, accountable for marginal or low healthcare outcomes for our members, ensuring Black members are not experiencing discrimination in health care access and/or delivery.

WE RESOLVE TO invest in resources to educate our team, members, and providers about the importance of antiracism and its impact on our communities.

WE RESOLVE TO support our local public education system to ensure all children have equitable resources available that will enhance their ability to compete and achieve at high levels to reach their full potential.

WE RESOLVE TO support broad access to safe, affordable housing and neighborhoods that connect residents to economic and educational opportunities. The Alliance stands resolved in our commitment to the fulfillment of our mission, “to strive to improve the quality of life of our members and people throughout our diverse communities.” Our commitment acknowledges both the inclusion and value of Black lives in our community. The Alliance believes fundamentally that racism undermines our capacity, and impedes our ability to deliver equitable quality and access to care for the most vulnerable people within our community. We believe that we are stronger together and we resolve to elicit change.



WE WANT TO HEAR FROM YOU!

If you would like to be featured in the Alliance newsletters, have a story idea or a topic that you would like to see covered in the Alliance Provider Pulse newsletter, please contact us.

Email: providerpulse@alamedaalliance.org

Call Provider Services: **1.510.747.4510**

ALL FEEDBACK IS WELCOME!

ALAMEDA
Alliance
FOR HEALTH

ALLIANCE CARE BAGS FOR THE HOMELESS



During these unprecedented times, it is important to remember to give back to those who are most in need. As a part of our continued efforts to serve our community and for a fourth consecutive year, the Alliance put together Alliance Care Bags for people who are experiencing homelessness in Alameda County. This year 1,500 Alliance Care Bags will be shared.

The care bags include a first aid kit, personal hygiene products such as a toothbrush, lip balm, body wash and lotion, a face mask, hand sanitizer, and a resource list of local shelters, all bundled inside of a drawstring bag.

In 2017, the Chairperson and Vice-Chairperson of the Community Advisory Committee (CAC), Melinda Mello and Natalie Williams brought the idea of assembling and distributing care bags to our CEO, expressing that it was important for the Alliance to lend an extra hand to those who are in need.

The Alliance hopes to continue to expand the annual distribution effort that includes participation from staff and community members to assist our county's most vulnerable residents. If you have any ideas on how to help improve this program or would like to participate, please contact us at providerpulse@alamedaalliance.org.