



Important Update on Social Distancing and Coverage of Alternative Modalities

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We would like to share this important update with you.

Effective immediately, the Alliance will reimburse contracted providers for video, telephone and telehealth appointments, at the same contracted rate for office visits. We are doing this in support of statewide efforts to help prevent the spread of Coronavirus Disease 2019 (COVID-19) through social distancing practices in our communities.

Providers contracted directly with the Alliance, may now bill an office visit with place of service code "11", regardless of the modality. Alliance providers under a contracted delegated network (such as CHCN, CFMG, and Beacon) will need to bill the delegated network accordingly for the office visit.

Please note: We also shared a provider notice on **Friday, March 13, 2020**, informing providers that the Alliance will be covering telephone appointments from **Monday, March 16, 2020 through Tuesday, June 30, 2020**, using CPT code 99442 with place of service code "11." Our notice was sent prior to the recent Medi-Cal guidance that we received on **Wednesday, March 18, 2020**. Alliance contracted providers who choose to bill for CPT code 99442 instead of an office visit code, will still be reimbursed a standard rate of \$30 per telephonic visit. Alliance contracted providers can only bill for either an office visit code or CPT code 99442, per visit. Claims for CPT code 99442, including those for members assigned to a delegated network, should still be sent to the Alliance for reimbursement.

Thank you for your continued partnership, patience and understanding as we work through this unprecedented situation in solidarity. We appreciate you for all of your hard work and providing high quality care to our members and community. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org