

# Alameda Alliance for Health

## COVID-19 MEMBER OUTREACH PHONE SCREENING TOOL



Please use this COVID-19 Member Outreach Phone Screening Tool to assist you during member outreach calls. Below are questions you can ask the Alliance member over the phone to assess if they are experiencing any health and/or social concerns due to COVID-19.

To find the contact information listed in the resources, please view the Alliance COVID-19 Provider Resource Guide.

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### **1. Are you feeling sick or sicker than normal?**

If the response is **yes**, please refer the member to their doctor's office and follow the Centers for Disease Control and Prevention (CDC) Guidelines.

### **2. Is anyone in your household feeling sick or sicker than normal?**

If the response is **yes**, please refer them to contact their doctor's office and follow CDC Guidelines. Educate the member of social/physical distancing practices.

### **3. Do you have access to food? Are you able to go to the store or have someone help get food for you?**

If the response is **no**, please refer the member to resources for food/meals and groceries on the Alliance COVID-19 Provider Resource Guide. Some grocery stores have dedicated hours for seniors (i.e. Costco, Safeway, Whole Foods).

### **4. Do you have all of your medications and a way to get more if needed?**

If response is No, refer to resources for medications for mail order option and 90-day supply process information.

### **5. Do you have family or friends around to help you with daily activities?**

If the response is **no**, please ask for details on what they need help with. Refer to the Alliance COVID-19 Provider Resource Guide for case management if the member needs help with multiple daily activities. Call the Alliance Member Services Department for possible warm transfer to a case manager.

### **6. Are you worried about any costs such as housing?**

If the response is **yes**, please refer the member to the Alliance COVID-19 Provider Resource Guide for finance/legal support. Please refer the member to case management if coordination support if needed.

### **7. Are you having trouble coping with stress?**

If response is **yes**, please refer the member to the Alliance COVID-19 Provider Resource Guide for behavioral health services. Call the Alliance Member Services Department for possible warm transfer to get the member connected to services. Follow the CDC Guidelines to share best practices for coping with stress.

### **8. Are you feeling lonely or isolated at this time?**

If the response is **yes**, please refer the member to the Alliance COVID-19 Provider Resource Guide for social connection resources.

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For any expressed concerns that you are unable to provide resources for or would need follow up, please call:

Alliance Case & Disease Management (CMDM) Department  
Toll-Free: **1.877.251.9612**

We will assign a case manager to connect with the member and assist with any care coordination needs.

If you have another screening tool used to assess the member, please share those results with the Alliance and document outreach efforts in the High Risk Member Outreach List.

Successful outreach wellness phone calls qualify for reimbursement through the Alliance. Please submit a claim with **CPT 99211** and place of service **02** and modifier **95** to designate the service. Providers with per diem contracts will continue to receive payment for telephonic services provided.

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