



PROVIDER

PULSE

 A teal ECG (heart rate) line graphic is positioned to the right of the word "PULSE", extending across the letters of "DER" in the word "PROVIDER".

INSIDE THIS ISSUE

- **RESPONDING TO COVID-19 IN OUR COMMUNITY**
- **PROVIDER PARTNER SPOTLIGHT:**
ALAMEDA HEALTH SYSTEM FAMILY BIRTHING CENTER AT HIGHLAND HOSPITAL
- **EVERYONE IN OUR COMMUNITY COUNTS EVERYONE IN OUR COMMUNITY BELONGS – CENSUS 2020**
- **MEDI-CAL RX TRANSITION**
- **PUBLIC CHARGE FREQUENTLY ASKED QUESTIONS (FAQS) – INADMISSIBILITY ON PUBLIC CHARGE GROUNDS**
- **WHAT DO YOU GET WHEN A LOCAL SHERIFF'S DEPARTMENT, COMMUNITY CLINIC AND HEALTH PLAN COME TOGETHER? A HEALTHIER COMMUNITY!**
- **INTERPRETER SERVICES UPDATE**
- **PATIENT HEALTH & WELLNESS EDUCATION**
- **WE WANT TO HEAR FROM YOU**
- **TRANSPORTATION BENEFIT**
- **PROVIDER TRAINING CORNER: COMMUNITY RESOURCES FOR PROVIDER TRAINING**
- **2020 SEASONAL INFLUENZA VACCINES**

RESPONDING TO COVID-19 IN OUR COMMUNITY

At Alameda Alliance for Health (Alliance), we value our dedicated provider partners and appreciate all of the hard work you do to protect health and wellbeing in our community. We are committed to continuously improving our member and provider satisfaction.

The Alliance Efforts to Address COVID-19 Impacts

Since we first learned about the novel coronavirus earlier this year, there have now been over 24.5 million cases, almost 16 million recoveries, and 832,000 deaths across the globe. As we continue to see the virus spread throughout our community, we are working hard to ensure that our provider partners have the resources they need to provide care for our members while reducing the continued spread of COVID-19.

The Alliance Authorizes Funding for Local Safety-Net Providers

The Alliance has taken a number of steps to help protect the health and safety of our members, providers, community partners and staff. For example, in May 2020, the Alliance Board of Governors authorized a sustainability fund to help local providers keep their doors open. The emergency crisis fund totaling \$16.6 million is for eligible frontline safety-net providers in our provider network who are treating and supporting patients impacted by COVID-19. The fund will help address the financial pressures being faced by safety-net health care providers

RESPONDING TO COVID-19 IN OUR COMMUNITY (CONT.)



servicing Alameda County residents during this pandemic, such as health centers, physicians in small medical practices, and public hospitals.

A total of \$6.6 million was awarded by the Alliance in May and June 2020, to support the front line safety-net providers in Alameda County who receive a majority of their revenue serving the underserved and uninsured populations in Alameda County.

On Tuesday, July 28, 2020, the Alliance Board of Governors voted to defer the program until the final budget is presented in November. For updates, please visit the Alliance website at www.alamedaalliance.org.

“As a partner in the Alameda County safety-net, we appreciate our frontline doctors, nurses and other caregivers who are committed to serving their patients,” said Alliance Chief Executive Officer, Scott Coffin. “The emergency crisis funding reinforces access to health services and expands COVID-19 testing to better serve the most vulnerable residents in our community.”

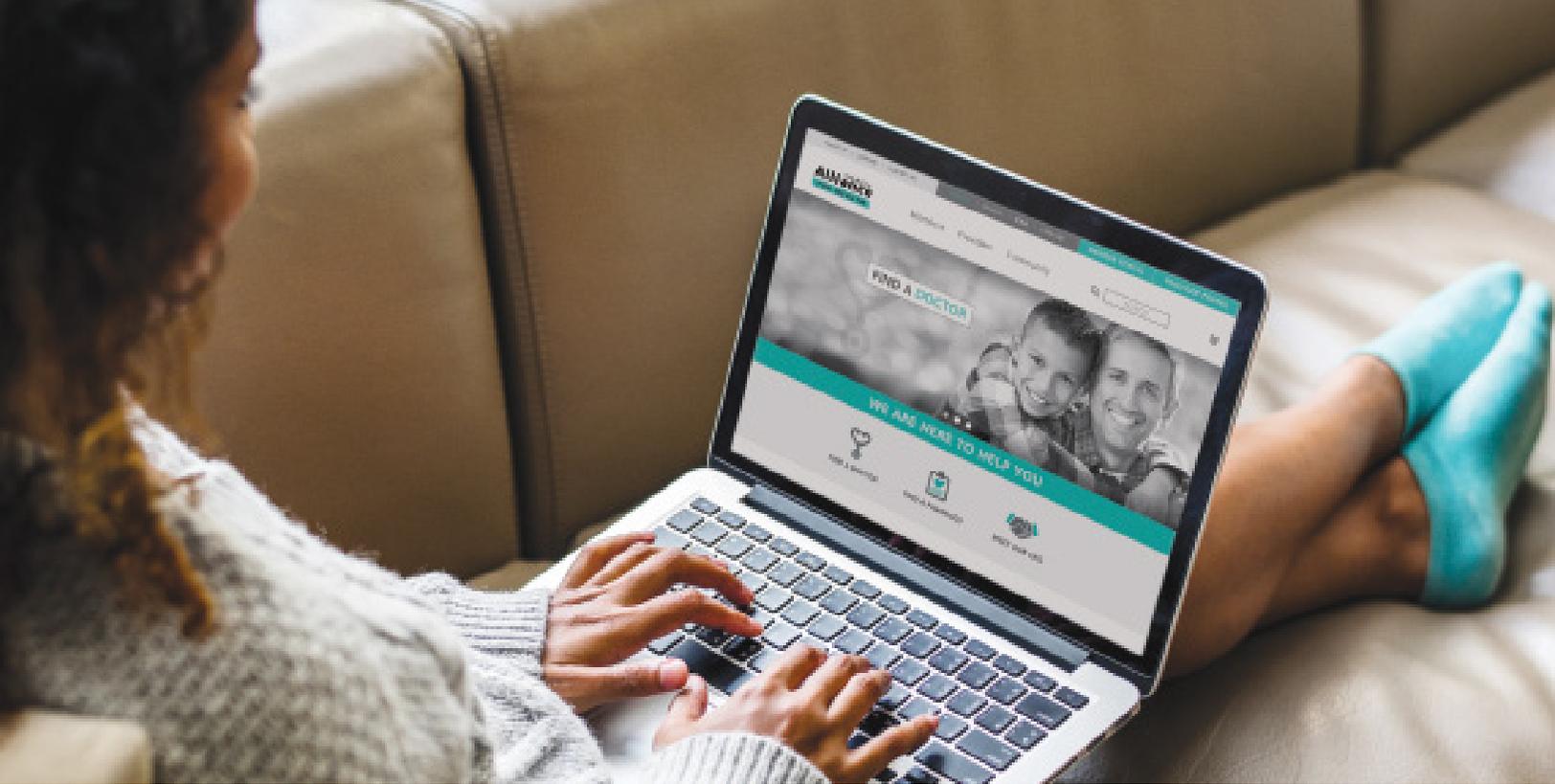
While progress has been made to reduce the number of COVID-19 hospitalizations and fatalities, it is expected that the coronavirus will further impact low-income communities. We are committed to ensuring that safety-net hospitals and healthcare

systems can remain focused on caring for people.

In addition to this funding, we have accelerated claims payments to providers to improve cash flow and we are expediting quality incentive payments. Up to \$4.8 million in quality payments will be paid in July 2020 to providers participating in our 2019 Pay-for-Performance quality incentive program.

The Alliance Now Covers Telephonic Appointments for All Alliance Members

Prior to guidance on alternative modalities issued by the Department of Health Care Services (DHCS), the Alliance made a decision to cover medical visits conducted via telephone for all of our contracted providers and delegates. We understood that provider offices were receiving increased requests for telephonic appointments as a result of the growing concern over the COVID-19 pandemic. In an effort to support our provider partners in delivering high quality care to Alliance members, we approved the use of an interim procedural (CPT) code, which allows for telephonic appointments to be billed at the same rate as an in-person visit. Since then, the Alliance has implemented the DHCS-issued guidance to cover telephonic and telehealth appointments.



As we continue to hear from our providers to request assistance with navigating the policy changes that directly impact their practice, we will tailor our informational materials to help clarify these questions.

Additionally, in order to accommodate providers, many who have moved their staff to a remote work setting, we encourage the use of our Provider Portal that now includes access to electronic remittance advice (RA) statements. The Provider Portal offers many functions and serves as a resource to assist providers in reconciling billing and payments, submitting requests for authorization electronically, and obtaining claim status.

Additional Efforts By The Alliance

The Alliance continues to find ways to ease the administrative burden that our providers are experiencing related to the COVID-19 situation, including changes in our Pharmacy Services Department. As of mid-March, the Alliance Pharmacy Services Department turned on our enhanced disaster program which allows for

coverage of a 90-day supply for most prescriptions and over-the-counter medications. 'Refill Too Soon' overrides are also available in order to provide early refills to members as the ongoing COVID-19 situation evolves. Additionally, we are temporarily waiving fees from Walgreens and CVS pharmacies that offer home delivery, as well as waiving prior authorizations (PA) for step therapy and quantity limits in the event of a drug shortage.

Our members over 65 years old as well as those with chronic health conditions are among the most vulnerable groups, and at higher risk for severe illness from COVID-19. In order to safely reach this group, the Alliance began a call campaign in April 2020 to members. Our calls offer valuable information on what to do if they suspect they have COVID-19 symptoms, how to protect themselves and others from spreading the virus, and how to access the Alliance Member Services Department. We also launched the second phase of this campaign in partnership with our providers to personally contact members by phone to identify what types of services and resources they may need (addressing social isolation, food insecurities, and addressing flu symptoms).



As the situation with COVID-19 evolves, we will continue to find ways to reach out to our members who are most in need to ensure that they have access to care, resources and services.

To stay up to date with the latest information from the COVID-19 Resources for Providers, please **click here**.

Alameda County's COVID-19 Response

Our Alameda County partners continue to prevent and contain the spread of COVID-19 in our community. In partnership with the California Department of Social Services (CDSS) and Abode Services, the county has worked to secure two (2) hotels with more than 450 rooms that provide isolation housing for people experiencing homelessness that are affected by COVID-19. Individuals that have tested positive, as well as those who are considered at high risk of contracting the virus, such as older adults and those with chronic health conditions, are among those who will be prioritized for housing at these hotels. Wraparound supports are provided by Abode Services, while county agencies offer medical screening and support as well as transportation resources for the sites.

The county Encampment Response Team has provided hand-washing stations at locations throughout Alameda County that have been identified as the best places to reach people who are unsheltered to help prevent the spread of the virus.

The Alameda County Public Health Department (ACPHD) continues to support healthcare facilities as they prepare for a surge in patients, reduction in staff or limited supplies. As our partners at Alameda County continue to work on ways to deal with this pandemic, these efforts will help flatten the curve and preserve hospital capacity in the event of a surge in COVID-19 cases.

To stay up to date with the latest information from ACPHD, please **click here**.

Thank you for your continued partnership and for providing high quality care to our members and community. Together, we are creating a healthier community for all.



PROVIDER PARTNER SPOTLIGHT: **ALAMEDA HEALTH SYSTEM FAMILY BIRTHING CENTER AT HIGHLAND HOSPITAL**

Healthy Moms. Healthy Babies. Healthy Families. Healthy Communities.



Having a baby can be one of the most exciting times in life. Like getting a new puppy or kitten, learning to ride a bike or tie your own shoe, or finishing a marathon. It can be a time in life that sparks joy for so many. At Alameda Alliance for Health (Alliance), we are dedicated to providing the best services to help care for moms and babies. Prenatal care and postpartum care can help ensure the health of mom and baby.

Our Alliance providers, moms and moms-to-be have access to the Alameda Health System (AHS) Family Birthing Center at Highland Hospital and their team of trained and certified support staff to have the labor, birth, and recovery that's right for them and their family.

The AHS Family Birthing Center works hard to help families have the healthiest pregnancy possible, and a birth experience that is right for them. They focus

on what moms need during labor and delivery.

At the AHS Family Birthing Center, 70% of all deliveries in the delivery center are led by midwives (9 times the national average). A care team is assigned to each mom. Care team members are from diverse ethnic, cultural, and religious backgrounds. Interpreter services are also available in 29 languages.



A care team can include:

- Certified nurse-midwives who specialize in women-centered labor and birth.
- Board-certified OB-GYNs and pediatricians for high-risk pregnancy and neonatal care.
- Certified mother/baby registered nurses for compassionate care.
- Board-certified lactation consultants for breastfeeding support.

Additional services include:

- Obstetric Emergency Triage available 24 hours a day, 7 days a week for urgent pregnancy-related care.
- Centering Pregnancy Prenatal Care Group to help mothers meet other expecting mothers, and midwives and caregivers.
- Prenatal classes for members and their partner.
- Social workers for mothers and families who need extra support.

Highland Hospital is the flagship campus for AHS. Highland Hospital has served the health care needs of Alameda County since 1864. AHS is one of the largest public health systems in California. It acts as a safety net for the residents of Alameda County.

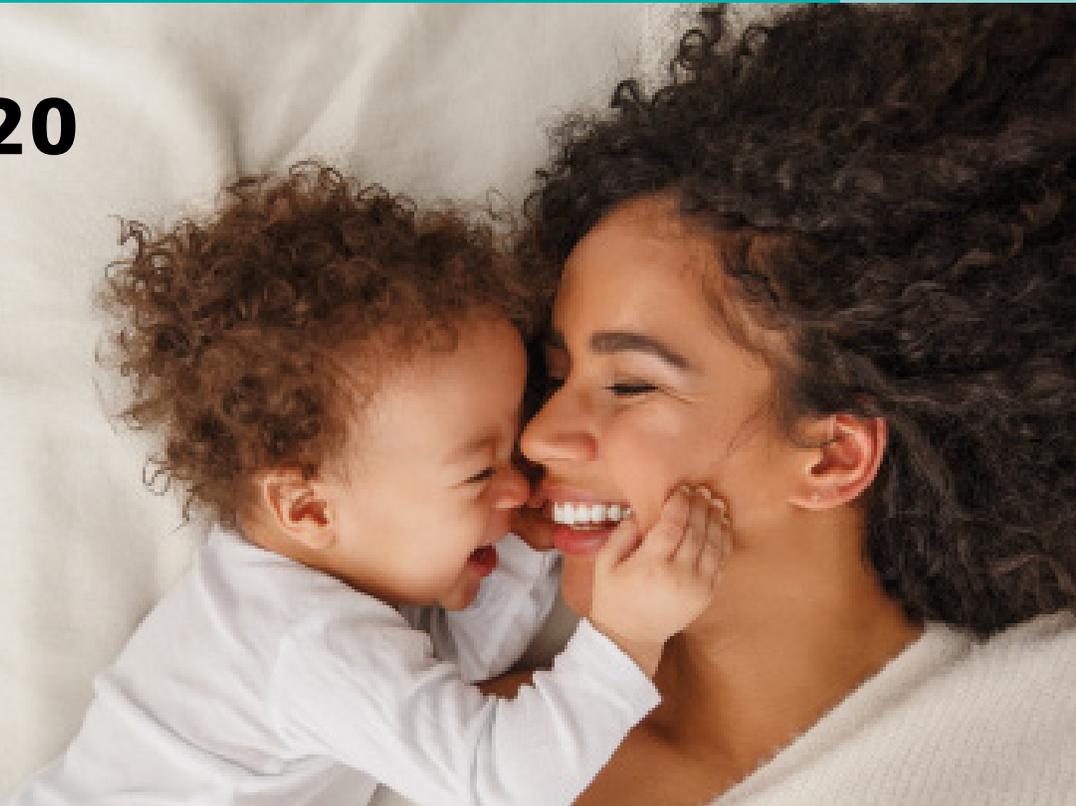
Schedule a time to tour the new birthing center today.

Highland Hospital
Acute Care Tower – Family Birthing Center
1411 E. 31st Street
Oakland, CA 94602
Phone Number: **1.510.437.4278**
**[www.alamedahealthsystem.org/
family-birthing-center](http://www.alamedahealthsystem.org/family-birthing-center)**



Census 2020

Every 10 years, the U.S. counts each person living in the country on April 1, no matter who they are or where they are from. **They count!**



Help us inform our community, by educating your patients.

The U.S. uses the Census to decide how to spend over \$675 billion per year on vital programs for food, housing, public transportation, community development, and more.

They also use the Census to assign how many seats each state gets in Congress. A complete count makes sure our state is fairly represented.

Responses are safe.

Your responses to the 2020 Census are confidential and protected by law. Your personal information is never shared. You do not need your social security number, mother's maiden name, or bank or credit card numbers to complete the 2020 Census. If someone asks for these, report them to the police.

Get counted.

The Census can be completed at the following places:



Online



At home



At the library



At your child's school



At a senior center

MEDI-CAL RX TRANSITION



Effective Friday, January 1, 2021, the Department of Health Care Services (DHCS) will change how the Medi-Cal pharmacy benefit is administered. The new program will be called “Medi-Cal Rx.” The Alameda Alliance for Health (Alliance) team has put together a list of frequently asked questions (FAQs) to share information about this change.

Q: What is changing?

A: Effective Friday, January 1, 2021, DHCS will work with a new pharmacy benefit contractor, Magellan Medicaid Administration, Inc. (Magellan), to provide Medi-Cal Rx services and support. The Alliance will no longer be the administrator for the Medi-Cal pharmacy benefit after Friday, January 1, 2021.

Please Note: The process for physician administered drugs (PAD) billed under medical and institutional claims will not change.

Q: What do I need to do?

A: Please keep a lookout for potential next steps from DHCS. DHCS will start working with Magellan on Friday, January 1, 2021.

Q: Is this a change in the pharmacy benefits for Medi-Cal members?

A: There will be no change in how Alliance Medi-Cal members pay for their medications. Alliance Medi-Cal members will continue to access their pharmacy benefits as they previously have. For most Medi-Cal beneficiaries, there is no co-pay.

Q: Is the California Children’s Services (CCS) program a part of the change?

A: Yes, the California Children’s Services (CCS) program, including the Genetically Handicapped Persons Program (CGPP), will be part of Medi-Cal Rx.

MEDI-CAL RX TRANSITION CONT.

Q: Is the Senior Care Action Network (SCAN), Cal MediConnect or Programs of All-Inclusive Care for the Elderly (PACE) part of the change?

A: No, pharmacy benefits for individuals in these programs will not be part of Medi-Cal Rx. These will be processed the same way as they are now. If you are unsure if your patient is part of the change, please contact DHCS via email at rxcarveout@dhcs.ca.gov.

Q: What should I do if my patient needs a new medication after Friday, January 1, 2021 and it requires prior authorization (PA)?

A: Medications that were covered previously may or may not be covered by Magellan going forward. A prior authorization request (PA) should be submitted to Magellan.

For the first 180 days, no PA is required for existing prescriptions without previously approved PAs for drugs not on the Medi-Cal Contract Drug List. After 180 days, a PA must be submitted to Magellan.

Q: What should I do if I have a pharmacy service-related complaint after Friday, January 1, 2021?

A: Effective Friday, January 1, 2021, Magellan will handle all pharmacy service-related complaints. To submit a complaint, please visit www.medi-calrx.dhcs.ca.gov or call Magellan Customer Service toll-free at **1.800.977.2273**.

Please Note: You can only use the Magellan website and phone number to file a complaint on or after Friday, January 1, 2021. Pharmacy complaints through the Alliance will be discontinued on Friday, January 1, 2021.

Q: How can I appeal a pharmacy benefit decision?

A: Appeals will be handled through a State Fair Hearing. If you disagree with a denial or change of Medi-Cal Rx services, please request a State Fair Hearing. The California Department of Social Services has a State Fair Hearing process if you want to appeal a pharmacy benefit decision. This process is different from the appeal process you may have used with the Alliance. In a State Hearing, a judge reviews your request and makes a decision.

If a service is denied or changed, a form to request a State Fair Hearing will automatically be sent to you with the notice of denial or change. You can also get the "State Hearing Request" form at www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx. Instructions and additional options can be found on the DHCS website.

After Friday, January 1, 2021, you can also access the State Fair Hearing form by visiting www.medi-calrx.dhcs.ca.gov or by calling Magellan Customer Service toll-free at **1.800.977.2273** (TDD: **711**).

MEDI-CAL RX TRANSITION CONT.

Q: Where can I get help finding a pharmacy for my patients?

A: Your patients may be able to use their current preferred pharmacy after Friday, January 1, 2021. If you need help finding a pharmacy after Friday, January 1, 2021, please use the Medi-Cal Rx Pharmacy Locator online at www.medi-calrx.dhcs.ca.gov or call Magellan Customer Service toll-free at **1.800.977.2273**.

Please Note: You can only use this phone number on or after Friday, January 1, 2021.

Q: Who do I contact for help or more information?

A: If your patient belongs to a Medi-Cal Managed Care Plan (MCP)	If your patient gets care from Medi-Cal Fee-For-Service (FFS)
<p>On or before Thursday, December 31, 2020</p> <ul style="list-style-type: none"> If your patient has questions about a medication or other pharmacy services, they can call: 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 For Medi-Cal Rx general questions, they can call: Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 TTY: 1.800.430.7077 	<p>On or before Thursday, December 31, 2020</p> <ul style="list-style-type: none"> If your patient has questions about a medication or other pharmacy services, they can call: Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 TTY: 1.800.430.7077
<p>On or after Friday, January 1, 2021</p> <ul style="list-style-type: none"> For all questions, they can call: Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 TDD: 711 	<p>On or after Friday, January 1, 2021</p> <ul style="list-style-type: none"> For all questions, they can call: Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 TDD: 711

For questions about this notice, or Medi-Cal Rx general questions, please contact DHCS via email at rxcarveout@dhcs.ca.gov. Please make sure to write that you have a question about Medi-Cal Rx. Please do NOT include personal information in your first email. If DHCS staff require additional information to assist you, they will reply with a secure email asking for your information.

Public Charge Frequently Asked Questions (FAQs)

Inadmissibility on Public Charge Grounds

What is Inadmissibility? Individuals who are not permitted by law to enter or remain in the United States.

If you have watched or listened to the news in the last year, you may have heard about this thing called Public Charge. So what is it – and what exactly does it mean? The Alameda Alliance for Health (Alliance) team has put together a list of frequently asked questions, to help answer just that...

Q: What is public charge?

A: “Public Charge” is a term used by the U.S. Citizenship and Immigration Services (USCIS) to refer to a person who is likely to rely on government help to support their daily living expenses. Public charge is a ground of inadmissibility. Grounds of inadmissibility are reasons that a person could be denied a green card, visa, or admission into the U.S.

Q: When does the public charge rule go into effect?

A: The public charge final rule went into nationwide effect by USCIS on Monday, February 24, 2020.

Q: What are the new changes that the federal government is implementing under the final public charge rule?

A: Under the new public charge rule, the U.S. Department of Homeland Security defines public charge as someone who is “more likely than not” to receive public benefits for more than 12 months within any 36-month period.

The following benefits will now be considered:

- CalWORKs
- General Assistance (GA)
- Housing assistance, such as public housing or Section 8 vouchers and rental assistance
- Long-term care
- Medicare Part D
- Non-emergency Medicaid (Medi-Cal)
- Supplemental Nutrition Assistance Program (SNAP – CalFresh)

Public Charge Frequently Asked Questions (FAQs)

Inadmissibility on Public Charge Grounds

Q: Are there any benefits that are not considered in the final public charge rule?

A: Yes, the following public benefits are excluded from the final public charge rule:

- Child Tax Credit (CTC)
- Disaster relief
- Earned Income Tax Credit (EITC)
- Foster care and adoption
- Head Start
- Medi-Cal for children and pregnant women
- School nutrition programs
- Women, Infants, and Children (WIC)

Q: Who is impacted by public charge?

A: The following people are impacted by public charge:

- Foreign nationals seeking entry or reentry into the U.S.
- Nonimmigrant visa holders (i.e. students, tourists, temporary workers) who would like to stay longer or change to a different visa.
- People who are applying to be Lawful Permanent Residents (LPR or Green Card holders) inside the U.S.
- People who are LPRs but have been out of the country for more than six (6) months.
- The changes will not affect people who are applying for citizenship or people who have become citizens.

Q: Does the public charge rule apply to all immigrants?

A: No, the following is a list of categories that are exempt:

- Afghan and Iraqi special immigrants
- Deferred Action for Childhood Arrivals (DACA)
- Individuals granted relief under:
 - The Cuban Adjustment Act (CAA)
 - The Nicaraguan and Central American Relief Act (NACARA)
 - The Haitian Refugee Immigration Fairness Act (HRIFA)
- Lawful permanent residents (LPRs)
- Naturalized U.S. citizens
- Refugees and asylees
- Special Immigrant Juvenile (SIJ) status
- Temporary Protected Status (TPS)
- U-Visa and T-Visa Holders
- Violence Against Women Act (VAWA) Self-Petitioners

Public Charge Frequently Asked Questions (FAQs)

Inadmissibility on Public Charge Grounds

Q: How are Alliance Medi-Cal members affected by public charge?

A: The Alliance encourages members to seek advice from a legal expert. Alliance staff is not authorized to advise members on the use of public benefits and public charge. However, according to the Immigrant Legal Resource Center (ILRC), an individual's use of the Medi-Cal benefit before **Monday, February 24, 2020**, will not count against them in a future public charge determination.

The use of public benefits by a U.S. citizen's family member(s) will not count against them in a future public charge determination.

For more information, please visit www.ilrc.org/public-charge.

Q: What if an Alliance member is concerned about how their personal and/or family immigration status is used by the Alliance?

A: The Alliance does not have access to information about our members' immigration status. Medi-Cal eligibility is determined by the Alameda County Social Services Agency and the California Department of Health Care Services (DHCS).

Q: Can the Alliance provide assistance to members who are concerned about how the use of Medi-Cal could affect their immigration status or naturalization?

A: No. The Alliance cannot provide legal guidance to members or their family regarding immigration status or naturalization.

If a member needs legal assistance, please call any of the following organizations:

- Asian Pacific Islander Legal Outreach at **1.510.251.2846**
- Bay Area Legal Aid at **1.510.663.4744**
- Catholic Charities of the East Bay at **1.510.768.3100**
- Centro Legal de la Raza at **1.510.437.1554**
- East Bay Community Law Center at **1.510.548.4040**
- International Institute of the East Bay at **1.510.451.2846**

What do You get When a Local Sheriff's Department, Community Clinic and Health Plan Come Together?



A Healthier Community!

Through this local partnership, the *'Food as Medicine'* pilot aims to address food insecurity to help improve physical and behavioral health outcomes. It also provides farming jobs to people reentering society after being in prison. Food as Medicine launched at Tiburcio Vasquez Health Center clinic in San Leandro in March 2020.

Alameda Alliance for Health (Alliance) and ALL IN Alameda County (ALL IN) have partnered to expand Food as Medicine efforts at local sites throughout Alameda County. Beginning with the Tiburcio Vasquez Health Center (TVHC) primary care clinic in San Leandro, Food as Medicine will serve the Ashland and Cherryland neighborhoods. The Alliance invested more than a quarter of a million dollars to support strategies at local clinics, like TVHC, that are working to improve healthy living in our community. The pilot gives participants prescriptions for nutrient-dense foods, provides nutrition education, connects them to behavioral supports, and integrates a Food as Medicine model with medical practices that address structural barriers. Funding support and

partnership with the Alliance, ALL IN, Open Source Wellness, and Alameda County Sheriff's Dig Deep Farms, will allow this pilot to expand prevention and treatment strategies that improve patients overall health and wellbeing.

Limited access to nutritious food has been linked to various adverse health outcomes. Today, 70 percent of all Americans are overweight or obese and over 100 million Americans are projected to be diabetic by the year 2050.

“Today, more than 130 million Americans are affected by chronic diseases; many that are preventable and reversible,”

said Dr. Steven Chen, Chief Medical Officer of ALL IN.



“This partnership with the Alliance is the beginning of what we know will advance health equity by transforming our systems of care and addressing structural determinants of poor health.”

Through the Food as Medicine pilot, primary care providers (PCPs) and staff will screen patients to find out if it is hard for them to get food, and offer four (4) months’ worth of locally grown fresh and nutrient-dense vegetables from Dig Deep Farms that can be redeemed at an onsite Food Farmacy. Participants will also be offered a referral to a 16-week “Behavioral Pharmacy” group medical visit facilitated by Open Source Wellness at TVHC. The group medical visit will focus on nutrition, physical activity, mindfulness, stress reduction, and social support.

“Through this innovative program, Alameda County has taken an important step towards ensuring that our most vulnerable families and communities have access to the healthy, fresh food necessary for beneficial long-term health outcomes,” said Wilma Chan, Alameda County Supervisor. “I am grateful for this invaluable partnership with the Alliance and our other partners that demonstrates a collective commitment to the well-being of our County’s residents.”



“The impacts of food insecurity and social isolation in our community are creating higher rates of health disparities including depression, diabetes, obesity, and hypertension,” said Scott Coffin, Alliance Chief Executive Officer. “The Food as Medicine program connects our members to locally grown, nutritious food and combines with wellness coaching to create a unique experience that improves a person’s quality of life.”

Currently, the Food as Medicine initiative has a site at Hayward Wellness Center and smaller Food Pharmacies operate at Native American Health Center, La Clínica de La Raza, Roots Community Health Center and West Oakland Health Center. The initiative will expand to more sites throughout Alameda County.

To learn more about Food as Medicine efforts, please visit www.acgov.org/allin.

About ALL IN Alameda County (ALL IN)

In January 2014, on the 50th Anniversary of President Johnson’s War on Poverty, Alameda County Supervisor Wilma Chan launched the New War on Poverty in Alameda County. The Board of Supervisors adopted a resolution in support of the effort, which was named ALL IN Alameda County (ALL IN). This effort was created to make significant progress towards the ambitious goal of ending poverty in our community. ALL IN’s primary strategies are collaboration and innovation. Through a stakeholder engagement process involving County staff and leadership, and community leadership, individuals are encouraged to work together to design and implement new solutions.

About Tiburcio Vasquez Health Center (TVHC)

Tiburcio Vasquez Health Center (TVHC) began over 48 years ago in Union City by a coalition of community members determined to provide health care services to migrant workers and other marginalized groups. Today, TVHC continues to carry out its mission by providing access to quality medical, dental, optometry, podiatry, mental health care, youth health services, community health education, family support services, and WIC nutrition services to over 27,000 uninsured and underserved community members living in Alameda County. For more information, please visit www.tvhc.org.

INTERPRETER SERVICES UPDATE



Alameda Alliance for Health (Alliance) is honored to serve one of the most diverse counties in the nation. Our member and provider network reflect this wonderful diversity. We understand that quality, timely and efficient interpreter services are a key part of health care for so many of our members. We know that 39% of our membership prefers to communicate about their health in a language other than English. Thousands are served by multi-lingual providers and staff. In 2019, the Alliance provided more than 34,000 encounters of professional interpreter services.

In Spring 2020, we introduced our new on-demand telephonic services vendor, CyraCom. They have more than 25 years of experience in health care interpretation and provide on-demand services in over 230 languages. Access to telephonic interpreters has not changed. You can still call the Alliance Interpreter Services number at **1.510.809.3986** anytime, 24 hours a day, 7 days a week, to reach an interpreter for appointment, and other communications with Alliance members.

For the summer and fall 2020, we are rolling out additional changes, and asking that all requests for in-person interpreter services be submitted at least **five (5) working days** prior to the appointment. This gives us enough time to find and confirm an interpreter that meets your needs. We also have updated our request form. To view and download the form, please visit www.alamedaalliance.org/providers/provider-resources/language-access.

Our second big change is moving towards offering the majority of our interpreter services through on-demand telephonic or, where available, video. No prescheduling or confirmation is needed. Most clinics and providers have already moved to telephonic services due to COVID-19 restrictions.

In-person services will be offered for members who need American Sign Language (ASL) interpreters and for highly sensitive or complex visits. Other visits will have access to CyraCom for telephonic or, where available, video interpreting. These changes began as follows:

- Wednesday, July 1, 2020 for Community Health Center Network (CHCN) and Beacon Health Options,
- Thursday, October 1, 2020 for Children's First Medical Group (CFMG), Alameda Health System (AHS), and all other directly contracted providers.

We are here to support you through these changes and encourage you to reach out with questions. We'd be happy to meet with your team, or support you with additional tools and information. For more information, please contact:

Linda Ayala, Health Education Manager

Phone Number: **1.510.747.6038**

Email: layala@alamedaalliance.org

Thank you for your continued dedicated service to our diverse, multi-lingual members.

PATIENT HEALTH & WELLNESS EDUCATION



Alameda Alliance for Health (Alliance) provides health education programs and materials to members to promote self-care. Providers may use these health education offerings for referral and direct patient education.

Health Education Materials

To access our health education materials, please visit our **Live Healthy Library**. These materials are made for our members and providers to use within the office or clinic setting. They are written at a 6th grade or less reading level and use plain language. Handouts are available in English, Spanish, Chinese, and Vietnamese, unless otherwise indicated.

Health Education Request Forms

To request Alliance wellness materials or programs for a member, please complete the Alliance Wellness Program & Materials Request Form. To view and download the form, please **click here**.



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!





TRANSPORTATION BENEFIT

Alameda Alliance for Health (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 Medi-Cal 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 outline in our Provider Manual.

In Fall 2020, we will take a look at how we can improve the efficacy of transportation services for our members and providers. To learn more about our transportation benefits and services, and see the most recent provider updates, please visit www.alamedaalliance.org/providers.



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](#).

2020 SEASONAL INFLUENZA VACCINES



The flu season is upon us. Now is an important time for everyone to get vaccinated. Please encourage all patients to get their flu shot today.

As your partner in health, the Alliance is pleased to offer coverage of the flu shot. All eligible Alliance Medi-Cal members between the ages of 19 to 64 years old, and Alliance Group Care members of any age can now get a flu shot if, and when supplies are available and offered at your office.

Providers can be reimbursed based on current Medi-Cal reimbursement fees found on the Medi-Cal website at <https://files.medi-cal.ca.gov/Rates/RatesHome.aspx>.

For Medi-Cal members under the age of 19, flu vaccines should be through the Vaccines for Children (VFC) program. If you do not participate in the VFC program, the vaccination will be covered by the Alliance.

For Medi-Cal members age 65 years and older, flu vaccines should be covered through Medicare Part B. If the Medi-Cal member does not have Part B coverage, the vaccination will be covered by the Alliance.

To view the Alliance Covered Flu Vaccine List 2020, please visit www.alamedaalliance.org/providers/pharmacy-formulary/resources.

Please note High-Dose (HD) flu vaccines are not covered by the Alliance. If a patient needs an HD flu vaccine, please refer them to a network retail pharmacy to request an exception. For help with locating a network retail pharmacy, please call the Alliance Provider Services Department at **1.510.747.4510** or visit www.alamedaalliance.org/help/find-a-pharmacy.

If you have questions, please call the Alliance Provider Services Department at **1.510.747.4510**.