

PROVIDER PULSE

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SCOTT COFFIN
CEO

WELCOME MESSAGE FROM OUR CEO

Many of you know about our mission to improve the quality of life of our members and people throughout our diverse community. Alameda Alliance for Health (Alliance) is a publicly-operated managed care health plan that was created, by and for

the Alameda County residents, more than 20 years ago. The Alliance has over 270,000 members enrolled and remains committed to administering timely access to health care services for our members. Our shared success depends on effectively collaborating with our provider partners to ensure that our members continue to receive the highest quality of care. I am pleased to introduce our new Provider Pulse Newsletter as a platform to further connect with our provider community, share updates about the Alliance and changes in the Medi-Cal program, and highlight the incredible work being done by the dedicated physicians and providers in our network.

At the Alliance, delivering the highest levels of customer service is a top priority, and we have metrics in place to track and monitor the progress of our service excellence goals. Over the last two years we have diligently worked to improve our provider service satisfaction by assigning representatives into the field to meet with physicians and their administrative staff. Furthermore, we added a call center to assist physicians and office administrators with authorization and claims issues. Together, these services have enhanced our communication with providers, and have helped to result in faster approvals and more accurate payments.

This year, as we continue to make strides, several intensive care management programs are being launched through our significant investments in to community-based models, including the Health Homes, Whole Person Care, Palliative Care, High Utilizer, and Opioid Use pilots. Lastly, we initiated a quality incentive program in 2016 to help bridge the gap between Medi-Cal and commercial rates, and I am proud to share that our program has been expanded into its third year across Alameda County. If you're interested in joining our care management pilots or learning more about our quality incentive programs, please contact your Provider Services Representative, or call **510.747.4510**.

As always, thank you for being a part of the Alliance provider network; together we are creating a healthier community for all.

Regards,

Scott Coffin

Scott Coffin
Chief Executive Officer

ALLIANCE PROVIDER SPOTLIGHT DAVIS STREET FAMILY RESOURCE CENTER

The Davis Street Community Center Incorporated (Davis Street) is an Alameda Alliance for Health (Alliance) Provider in San Leandro, California. Davis Street is located at **3081 Teagarden Street** and has helped people in our community for over 45 years. In 1970, Davis Street first started as a ministry of the First Christian Church in San Leandro, California. Today, Davis Street provides quality care and services, and safety-net resources to Alliance members and thousands of people in our community at one single location.

The mission and vision of Davis Street are about helping people in our community improve and maintain their quality of life. Alliance members and community residents can visit Davis Street to receive a diverse range of resources. All of the Davis Street programs are created to give people in our community the tools they need to improve their life one step at a time.

The newly renovated 22,000 square foot community center offers a primary care clinic that provides medical, dental and behavioral health services such as counseling, support groups, and wellness workshops. In addition to clinic services, the organization provides support services such as emergency food and free clothing programs for families and seniors, utility and housing assistance, employment and transportation assistance services, parenting classes, access to subsidized childcare programs, and childcare services at five (5) centers throughout San Leandro.

As a mission-driven organization, Davis Street partners with the Alliance and many other community organizations to ensure people in need have access to the services throughout the community. The wide range of services at Davis Street is only made possible through



Davis Street is a true example of people in our community helping others, help themselves, in order to make our community a better place for everyone.

the support of our community and donors. Davis Street is a true example of people in our community helping others, help themselves, in order to make our community a better place for everyone. Not a hand out, but a hand up, that is what Davis Street is about!

The Alliance is proud to partner with Davis Street to provide access to quality care and services to our members.

To learn more information about Davis Street please visit www.davisstreet.org.

TRAINING CORNER

ALLIANCE FORMULARY UPDATES

Did you know?

The Alliance Formulary is managed by the Pharmacy & Therapeutics (P&T) Committee which meets quarterly. Changes made at the meetings go into effect on the 15th day of the following month.

Each month, changes may include:

- Additions and deletions to the formulary
- Changes to formulary status (e.g., quantity limits, step therapy, age limits)
- Changes to the prior authorization review criteria

In order to make the most updated Alliance formulary available to providers, we have provided easy to access formulary lookup tools and summaries of the individual changes. All changes to the formulary are published by the same date of the formulary changes, which is the 15th day of the month, following the P&T meeting.

THE FOLLOWING RESOURCES ARE AVAILABLE TO HELP YOU WITH THESE CHANGES.

- Please click on the resource to access the website:
- [Alliance - Formulary Limits and Restrictions](#)
- [Alliance - Full Formulary Lookup \(including most recent updates\)](#)
- [Alliance - Full List of Changes per P&T Meetings](#)
- [Alliance - Pharmacy Exception Process](#)
- [Alliance - Pharmacy Safety Resources](#)
- [Alliance - Three-Day Emergency Supply of Medication](#)
- [Eprocates \(see note below\)](#)

The Alliance is dedicated to providing all members the best health care available in the most effective and efficient manner. We believe that changes made to the pharmacy drug benefit will not affect the quality of your care. Thank you for your continued partnership with the Alliance!

*Eprocates formulary lookup tool requires creation of an account and login, which is free. Download the Eprocates app for both Android and Apple devices. For questions on how to add the Alameda Alliance formulary to your profile, please contact Alliance Provider Services at **510.747.4510**.

ALLIANCE CALENDAR

ALLIANCE BOARD OF GOVERNORS (BOG) MEETINGS

The Alliance Board of Governors (BOG) oversees the administration of the Alliance and decides on major policies. The BOG reflects the diversity of our provider and health care communities. Likewise, it is made up of our stakeholders, which includes members, local physicians, hospitals and clinics, and labor representatives. Members are appointed by the Alameda County Board of Supervisors.

The Alliance welcomes our provider partners to attend our monthly BOG meetings.

ALLIANCE STANDING COMMITTEE MEETINGS

The Alliance has six (6) advisory Standing Committees, which are overseen by the BOG. The Standing Committees take a deeper look at specific topics, explore and examine continuing subject matters, and make recommendations to the BOG. The Alliance advisory Standing Committees include:

- Finance
- Health Care Quality
- Member Advisory
- Peer Review and Credentialing
- Pharmacy and Therapeutics
- Strategy

To learn more about our BOG, or Standing Committee Meetings, view meeting schedules, agenda topics or meeting minutes please visit our the Alliance website at www.alamedaalliance.org.

ALLIANCE IN THE COMMUNITY

Last April 2016, the Alliance launched a new Community Relations (CR) Department to provide outreach to the community we serve in new and innovative ways, with the aim of improving health outcomes. Since the inception of our CR Department, we have participated in more than 100 community events and activities within the past year. Including presentations to help give our community partners a better understanding about how we serve our community, and New Member Orientations to help give our members and their families a better understanding about their benefits, how to use them, and the importance of initial health assessments.

If you are interested in attending an upcoming community event that the Alliance is participating in, please visit our [Community Events Calendar](#).

PROVIDER CORNER

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 on the Alliance Provider Pulse newsletter, please contact us.

Email: ProviderPulse@alamedaalliance.org
Call Provider Services: **510.747.4510**

ALL FEEDBACK IS WELCOME!

