OR HEALTH

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and more accurate payments.



WELCOME

MESSAGE FROM OUR CEO

any of you know about our mission to improve the quality

community. Alameda Alliance for Health (Alliance) is a publiclyoperated 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,

of life of our members and people throughout our diverse

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

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.



one single location.

RESOURCE CENTER The Davis Street Community Center Incorporated (Davis Street) is an Alameda Alliance for Health (Alliance) Provider

DAVIS STREET FAMILY

ALLIANCE PROVIDER SPOTLIGHT

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

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

ALLIANCE FORMULARY UPDATES

Did you know?

of services at Davis Street is only made possible through



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.

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.

community a better place for everyone. Not a hand

out, but a hand up, that is what Davis Street is about!

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

profile, please contact Alliance Provider Services at 510.747.4510.

ALLIANCE BOARD OF GOVERNORS (BOG) MEETINGS

The Alliance Board of Governors (BOG) oversees the administration

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

Please click on the resource to access the website: **Alliance - Formulary Limits and Restrictions**

Epocrates (see note below)

P&T meeting. THE FOLLOWING RESOURCES ARE AVAILABLE TO HELP YOU WITH THESE CHANGES.

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**

The Alliance Formulary is managed by the Pharmacy & Therapeutics (P&T) Committee which meets

In order to make the most updated Alliance formulary available to providers, we have provided easy to

quarterly. Changes made at the meetings go into effect on the 15th day of the following month.

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!

*Epocrates formulary lookup tool requires creation of an account and login, which is free. Download the Epocrates app for both Android and Apple devices. For questions on how to add the Alameda Alliance formulary to your

of the Alliance and decides on major policies. The BOG reflects the a new Community Relations (CR) diversity of our provider and health care consumer communities. Department to provide outreach Likewise, it is made up of our stakeholders, which includes members, to the community we serve in new local physicians, hospitals and clinics, and labor representatives. and innovative ways, with the aim Members are appointed by the Alameda County Board of Supervisors. of improving health outcomes. Since the inception of our CR The Alliance welcomes our provider partners to attend our monthly Department, we have participated BOG meetings. in more than 100 community events and activities within the past year. **ALLIANCE STANDING COMMITTEE MEETINGS**

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

visit our the Alliance website at www.alamedaalliance.org.

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,

- To learn more about our BOG, or Standing Committee Meetings, view meeting schedules, agenda topics or meeting minutes please

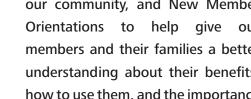
Strategy

Including presentations to help give our community partners a better

ALLIANCE IN THE COMMUNITY

Last April 2016, the Alliance launched

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 Pulse newsletter, please contact us. Email: ProviderPulse@alamedaalliance.org Call Provider Services: 510.747.4510 ALL FEEDBACK IS WELCOME!

WE WANT TO HEAR FROM YOU!

If you would like to be featured in the Alliance

