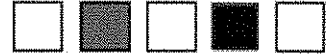


Provider BULLETIN



JANUARY 2010



This Bulletin applies to:

- Medi-Cal
- Alliance CompleteCare
- Healthy Families
- Alliance Group Care

Alliance Offers More Benefits to its Medi-Cal Members

The Alliance will continue to cover most benefits cut by the State for adult Medi-Cal beneficiaries and Alliance CompleteCare Medicare Advantage members who choose Alameda Alliance for Health for their Medi-Cal coverage.

Below is a full list of the Medi-Cal benefits the State eliminated due to budgetary constraints and an overview of what the Alliance will cover:

WHAT'S INSIDE:

More Medi-Cal Benefits for Alliance Members



H1N1 Update



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Pediatric Obesity Workshop



Stop Fraud and Abuse

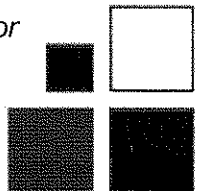
ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

*Medi-Cal Benefits Cut by the State	2010 Alameda Alliance for Health Benefit Review for Alliance Medi-Cal Members
Audiology	Covered when medically necessary.
Dental	<ul style="list-style-type: none"> • Comprehensive coverage for dual eligible beneficiaries enrolled in Alliance CompleteCare. Coverage is effective January 1, 2010. • Dental coverage is not provided for adult members with Alliance Medi-Cal only.
Incontinence Creams & Washes	Covered when authorized by the Alliance based on medical necessity.
Podiatry	<p>Covered for two conditions when authorized by the Alliance based on medical necessity:</p> <ul style="list-style-type: none"> • Problems of the feet that relate to or are caused by chronic disease. • Problems of the feet, which impair the ability to walk.
Psychology	Covered for some cases (like pre-bariatric surgery) when authorized by the Alliance based on medical necessity.
Speech Therapy	Covered when authorized by the Alliance based on medical necessity.
Vision Services	<ul style="list-style-type: none"> • Eye exams once every two years. • Members who have Medicare coverage through Alliance CompleteCare will receive \$100 toward the purchase of glasses or contacts every two years starting January 1, 2010.
Acupuncture	Not covered
Chiropractic	Not covered

For more information on Medi-Cal optional benefit coverage provided by the Alliance, please contact Provider Services at (510) 747-4510.

**Note: The State eliminated Medi-Cal optional benefits only for adults 21 years and older. There are no changes to benefits for children.*



**H1N1 Update:
Exemption to State Thimerosal Law
Extended Through September 2010**



The initial exemption to the California Mercury Free Vaccine Act* for the H1N1 influenza vaccine has been extended by the California Health and Human Services Agency in consultation with Governor Schwarzenegger. The exemption was originally scheduled to expire November 30, 2009.

This exemption allows preservative-containing monovalent H1N1 influenza vaccine to be administered to children younger than 3 years old and pregnant women for the period of October 12, 2009 - September 30, 2010. The exemption was granted to ensure that pregnant women and young children, who are at high-risk for H1N1 flu complications, can receive protection from H1N1 flu vaccine when preservative-free vaccine is limited or unavailable. In accordance with the intent of the law, during this exemption period physicians should prioritize supplies of thimerosal-free vaccine to young children and pregnant women as long as prioritization does not prevent the immunization of others.

The exemption covers the **H1N1 vaccine only**. There is no exemption currently for remaining supplies of seasonal (trivalent) influenza vaccine.

As with other routine vaccines, providers should continue to provide patients and parents or guardians with the specific Vaccine Information Statement (VIS) that lists risks and benefits before immunization. Providers should also discuss the availability of thimerosal-free influenza A (H1N1) 2009 monovalent influenza vaccine with patients, parents and guardians prior to immunization. During this discussion, please consider the following:

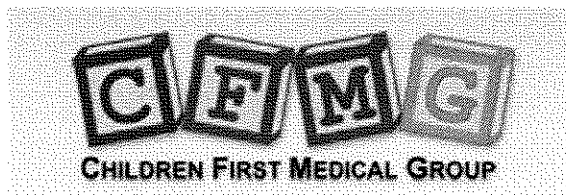
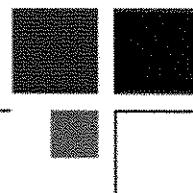
- Children younger than 3 years old are among those recommended to receive 2 doses of vaccine for full protection
- Pandemic (H1N1) influenza virus is currently circulating in California
- Whether your patients of any age will have additional opportunities to return for immunization in time to be protected against infection

For additional information about these topics, please contact the California Department of Public Health's Immunization Branch at (510) 620-3737 or www.getimmunizedca.org.

Additional information on the California Mercury Free Vaccine Act is available online at www.cdph.ca.gov/programs/immunize/Pages/CaliforniaThimerosalLaw.aspx.

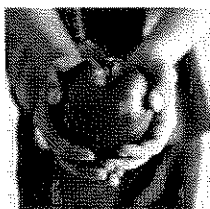
* California Health and Safety Code Section 124172 subdivision (a).





Silva Pediatrics is Now Part of CFMG

The Silva Pediatrics Clinic has joined the Children First Medical Group (CFMG). Effective December 1, 2009, the clinic is no longer a directly contracted provider with Alameda Alliance for Health. Because the Alliance has a contractual relationship with CFMG, this transition has been smooth and has had minimal impact on Alliance members. The Alliance has transitioned about 2,000 members who were assigned to Silva Pediatrics for primary care (under the direct contract). These members will continue to receive the same services at Silva Pediatrics with CFMG.



Health Education Resource Directory Available for Alliance Providers

The updated Provider Resource Directory for health education options for Alliance members is now available. All listed services are free to Alliance members. There is also a listing of translated, low literacy health education materials that may be requested by providers to use in their offices. To receive a copy of the directory, call Elizabeth Edwards at **510-747-6178**. Or you can download a copy at: www.alamedaalliance.org/pdfs/ResouceDirectory_2009_Fall.pdf.



Free Service: Qualified Medical Interpreters

The Alliance strongly discourages use of family or friends as interpreters for Alliance members. Using an untrained interpreter may cause miscommunication of medical information, embarrassment when discussing sensitive topics, and compromise quality of care. If a member declines interpreter services, the state of California requires the provider to document this in the medical record.

To request a free interpreter for an appointment with your Alliance members, call:

In-person interpreter: (510) 747-4567

Interpreter by phone: (415) 788-4149



Physician Guidance: Evaluation for Therapeutic Formula

For certain Alliance members needing therapeutic formula, the member's physician must now submit a dietitian's report to the Alliance along with an authorization request. A dietary consultation will provide Alliance members with expert advice when struggling with nutritional issues and the report will inform the Alliance Medical Director's decisions about coverage for therapeutic formulas.

The Authorization Process is as follows:

1. A physician determines that an Alliance member may need therapeutic formula.
2. The physician requests authorization from the Alliance for a dietary consultation with one of the registered dietitians listed below.
3. Once the evaluation visit has been authorized by the Alliance, the dietitian provides a report back to the physician. The Alliance will pay for this single evaluation visit with an authorized dietitian.
4. If the physician decides to request therapeutic formula for the Alliance member, the physician's office will send the authorization request and the dietitian's report to the Alliance.

For evaluation of children up to age 18:

Children's Hospital outpatient dietitians – Scheduling/Authorization Office

Phone: 510-428-3209

Fax: 510-597-7017

For adult evaluations:

Alameda Hospital

Ayn Garvisch

Phone: 510-814-4609

Fax: 510-814-4613

Alta Bates Summit Medical Center

Kim Soderstrom

Phone: 510-655-4000 x 3576

Fax: 510-869-8684

Eden Medical Center

Nutrition Services

Phone: 510-889-5054

Fax: 510-727-2788

Washington Hospital

Nutrition Services

Phone: 510-745-6542

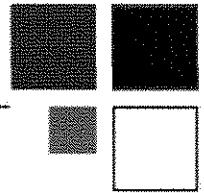
Fax: 510-742-9321

Exception for Patients Receiving Enteral or Parenteral Formula:

If an Alliance member is receiving nutritional support by feeding tube or by intravenous administration, medical necessity is assumed and a dietitian's consultation is not needed to support the authorization request.

For questions about this policy, please call your Provider Services Representative, Kreshenda Jenkins (510) 747-6203 or Lorena Ahumada (510) 747-6209.





Medi-Cal Managed Care and CHDP Regional Pediatric Obesity Workshop scheduled for February 27, 2010

The San Francisco Childhood Obesity Task Force will present a conference: *Childhood Obesity 2010, the Next Generation of Prevention and Management*, on February 27, 2010. The purpose of the conference is to examine the science of obesity and provide practical tools to use within clinical and non-clinical settings. There are four program tracks: Nutrition, Physical Activity, Community and Family, and Cutting Edge. Additionally, there will be a special program organized by the California Department of Health Care Services, Medi-Cal Managed Care Division and several of the Bay Area Medi-Cal Managed Care Health Plans for medical providers and allied health professionals.

The conference will be held at the Milton Marks Conference Center in San Francisco. For more information go to www.sfbreastfeeding.org/events/CO2010 or call Elizabeth Edwards, manager of health programs at Alameda Alliance for Health, at (510) 747-6178 for a hard copy of the conference brochure.



Stop Fraud and Abuse

Alameda Alliance for Health complies with all applicable federal and state laws addressing false claims, including the Federal False Claims Act, the California False Claims Act, and the Deficit Reduction Act of 2005 (Section 6032).

The Alliance fosters a culture that promotes prevention, detection and resolution of situations that do not conform to these laws. If you have concerns about possible unethical business practices or potential illegal activity regarding our health plan, our providers, vendors or members, report this information by contacting:

- Alameda Alliance for Health Compliance Officer: (510) 747-6189
- Alameda Alliance for Health Compliance Hotline: (510) 747-4576
- For Medi-Cal: Call the Department of Health Care Services Medi-Cal Fraud Reporting Line at 1-800-822-6222
- For Medicare Part C & D: Call 1-877-7SAFERX (1-877-772-3379); fax (410) 819-8698; or write to Health Integrity Attention: MEDIC, 9240 Centreville Road Easton, MD 21601