

# Provider BULLETIN

MAY 2009



## This Bulletin applies to:

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

### WHAT'S INSIDE:

#### Requirements for After Hours Phone Coverage



#### High Risk Case Management



#### Vaccination Resources



#### Stop Fraud and Abuse



#### East Bay AIDS Center



#### Survey Winner

### After Hours Availability: Your Responsibilities

Alameda Alliance for Health contracts with the Department of Health Care Services (DHCS) for Medi-Cal beneficiaries and the Center for Medicare & Medicaid Services (CMS) for Alliance CompleteCare members, which require that a physician or an appropriate licensed professional is available by telephone for patient calls after regular office hours.\* Additionally, directly contracted physicians and medical groups have a contractual requirement to provide after-hours telephone availability. Providers' hours of operation must be convenient and ensure access to care after normal working hours (5 p.m.-9 a.m.).\*\*

The Alliance monitors provider compliance with these requirements by calling after office hours. Please use the checklist below to review your office's after-hours telephone availability:

- Does your office have telephone availability after regularly scheduled office hours in the languages your patients speak?
- Does your after-hours answering service or message machine direct the patient to you or your on call covering physician?

If you answer no to any of these questions, it's time to review your after-hours availability. For more information, please contact your Provider Services Representative at 510-747-4510.

\*Title 28, Section 1300.67.2.1

\*\*C.F.R. § 422.112(a)(6)(i) and (a)(7); Manual Ch 4.- Section 120.2






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## High Risk Case Management Program



Since 2006 the Alliance has contracted with Healthways, Inc., a health and care support organization, for high risk case management (HRCM) services. Healthways works with eligible Alliance members enrolled in Medi-Cal, Alliance CompleteCare (Medicare), and Alliance Group Care. The Healthways intense case management model uses a collaborative process with the patient and provider that is designed to move the patient toward self-reliance and promote utilization of appropriate health care services.

The program's objectives include:

- Providing an ongoing patient and family assessment and treatment plan to maximize quality of care while minimizing costs.
- Maintaining the member's quality of life.
- Providing support and acting as a resource to the member and the provider.
- Coordinating medically necessary benefits and ancillary services.
- Monitoring the plan of care and services to ensure quality, timeliness, appropriateness, cost effectiveness, and the member's return to his/her maximum potential.

Providers whose members are identified as candidates for high risk case management services are notified in writing by the Alliance. A Healthways nurse case manager follows up to initiate the collaborative working relationship. If you have questions about the Alliance's high risk case management program, please contact your Provider Services Representative at 510-747-4510.



## Vaccination Resources for Providers

Did you know there were 131 cases of measles in the US last year, 14 of which were reported in California? More than 90% of these cases were initially acquired outside the U.S. Below is a list of helpful vaccination resources for providers:

- Check out <http://www.eziz.org/PDF/IMM-916.pdf> for a vaccine safety brochure for parents. Posting this brochure in the waiting room is one way to help parents understand that immunizations are the best way to protect their children. This brochure is made available by the California Immunization Coalition. This organization also offers additional resources for healthcare professionals and families at [www.immunizeCA.org](http://www.immunizeCA.org).
- Provider offices can get ready for summertime well child visits by printing the 2009 Child & Adolescent Immunization Schedules at <http://www.cdc.gov/vaccines/recs/schedules/child-schedule.htm>. The Center for Disease Control and Prevention (CDC) offers these schedules for ages 0-6 years and 7-18 years, as well as a "catch-up" schedule. Materials are available in English and Spanish.
- The Bay Area Regional Immunization Registry (BARR) can help providers keep track of immunizations. The BARR website at [www.scc-barr.org](http://www.scc-barr.org) can be used to print an accurate, official copy of a patient's immunization history, a handy document for children enrolling in school.



## You Can Stop Fraud and Abuse

Health care fraud costs taxpayers millions of dollars each year and can endanger the health of the community. The Alliance promotes prevention, detection, and resolution of fraud, abuse, and unlawful activities\*. If you know of possible unethical business practices or potential illegal activity regarding our health plan, our providers, vendors, or members, report it by contacting:

- For Medi-Cal, call the Department of Health Care Services Medi-Cal Fraud Reporting Line at 1-800-822-6222
- Alameda Alliance for Health Compliance Officer at 510-747-6189
- Alameda Alliance for Health Compliance Hotline at 510-747-4576

\*The Alliance is committed to complying 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).



## Offering Health and Hope through East Bay AIDS Center (EBAC)

The East Bay AIDS Center (EBAC) is an Alliance contracted specialty network provider that offers services for patients with HIV/AIDS. In addition to consultations, they offer case management and support groups.

EBAC is located at Alta Bates Summit Medical Center Providence Pavilion (2<sup>nd</sup> Floor) in Oakland. The practice opened in March 1987 and was one of the first outpatient and inpatient AIDS programs in a U.S. community hospital. EBAC medical staff has seven physicians (including Medical Director, Steve O'Brien, MD) and three nurse practitioners. The center also has an HIV/AIDS program for youth ages 13-24 years in the same location called the Downtown Youth Clinic.

For more information on EBAC and the Downtown Youth Clinic, visit [www.altabates.com/clinical/aids\\_scvs.html](http://www.altabates.com/clinical/aids_scvs.html), or contact them directly at 510-869-8400, Monday – Friday, from 9 a.m.-5 p.m. at 510-869-8400. EBAC visits are by appointment only. The Downtown Youth Clinic takes drop-ins and accepts same day appointments.



## Provider Bulletin Survey Winner

Congratulations to Washington Family Health Medical Group, office of Dr. Barbara Kostick, in Fremont for winning our survey entry for a \$25 Starbucks gift card. The survey was in our February Provider Bulletin. Survey results are being used to help us with our provider communications. Thanks to all who participated. Your feedback is valuable to us.