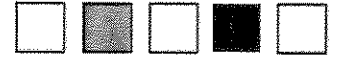


Provider BULLETIN

JUNE 2009



This Bulletin applies to:

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

Alameda Alliance for Health is Going Green!

To promote environmentally friendly practices and ensure accurate eligibility data, the Alliance will no longer distribute paper or diskette eligibility rosters, effective July 1, 2009. Member eligibility can be verified via the web at www.alamedaalliance.org or by calling us at 510-747-4505. Please contact your Provider Services representative if you have any questions or concerns: Kreshenda Jenkins at kjenkins@alamedaalliance.org or at 510-747-6203.; Lorena Ahumada at lahumada@alamedaalliance.org or at 510-747-6209.

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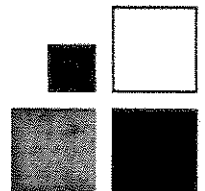
Verify Member Eligibility

We want to make verifying member eligibility as easy as possible for you. We recommend that member eligibility be checked prior to rendering services to any health plan member. Alliance providers have three options for member eligibility verification:

1. Call the Alliance's Automated Eligibility Verification Line at 510-747-4505.
2. Log onto the Alliance provider portal at www.alamedaalliance.org and select the "Provider Connection" tab. Providers need a user name and password to access this feature. To obtain these, just apply online at the same link.
3. Contact the California State AEVS (Automated Eligibility Verification Service) at 1-800-427-1295, or check AEVS online at www.medi-cal.ca.gov. *NOTE: AEVS cannot distinguish whether a member's coverage is managed directly through the Alliance or if the member is assigned to a contracted delegated entity such as the Community Health Center Network, Children's First Medical Group, or Hill Physicians Medical Group. We recommend verifying eligibility by contacting the Alliance directly or accessing the provider portal.*

ALAMEDA
Alliance
FOR HEALTH

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







Alliance CompleteCare Offers Advantages for Providers & Members



Enrollment in Alliance CompleteCare exceeds 1,000 members and continues to increase by approximately 50 members per month. Alliance CompleteCare is a Medicare Advantage Special Needs Plan for patients who have full Medicare and Medi-Cal benefits and live in Alameda County. For providers, the plan offers opportunities for enhanced revenue and integrated billing. For example, Alliance CompleteCare serves as a single payor for Medicare-covered services and Medi-Cal cost sharing. In addition, reimbursement per visit is greater than Medicare fee-for-service. No Part B deductible is applied and annual physical exams are covered at Medicare rates. Both members and providers have access to local Care Advisors who answer questions about eligibility and benefits, and arrange appointments, transportation and free interpreter services.

Please contact the Alliance today at 1-877-585-PLAN (7526) if you want more information about Alliance CompleteCare. We appreciate referrals to other providers who might be interested in joining our network!



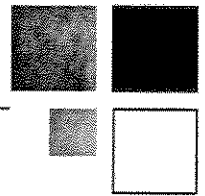
Alameda Alliance for Health Receives Award for Outstanding Quality of Care and Service

The Alliance received the Outstanding Achievement Award for superior quality of care and service for its participation in the state and federally funded Healthy Families Program from the Managed Risk Medical Insurance Board (MRMIB). The Alliance earned this prestigious award as a result of the high performance scores received on several quality measures tracked through the Healthcare Effectiveness Data and Information Set (HEDIS). The award was presented to only four health plans whose performance was considered "superior." The Alliance was the only plan in Alameda County to receive this honor.

Each year health plans are required to report quality metrics established by HEDIS. The recent evaluation was based on 11 different performance measurements and included results from 24 managed health care plans statewide. The most recent data show the Alliance scored above the national Commercial 90th percentile on seven of the performance measures and achieved the highest score on: Adolescent Well-Care Visits and Children & Adolescents Access to Primary Care Practitioners, Childhood Immunizations, and the percentage of children ages 12-24 months who had at least one visit with a PCP. Results also showed that the Alliance is doing a better job of addressing the unique needs of their adolescent members as compared to other health plans.

The exceptional HEDIS scores achieved by the Alliance are largely due to the unwavering commitment our medical providers make to deliver high quality health care every day. The Alliance shares this tribute with its provider partners who offer extraordinary care to our members.





The Alliance Enrolls its 100,000th Member

The Alliance has reached a major milestone in its mission to provide quality health care to low-income residents in Alameda County--enrolling its 100,000th member! A resident of San Leandro was recognized as the 100,000th Alliance member. According to the member, "My sister recommended the Alliance. She said it's the best plan to join, so I did. It's an honor to be their 100,000th member and I wish the Alliance continued success."



Pharmacy Prior Authorization Letters Have a New Look

Effective July 1, 2009, pharmacy prior authorization (PA) letters will have a different look and format; however, they will contain the same information. In an effort to streamline the PA process and notifications, we will use MedImpact's online system. MedImpact, our pharmacy benefits manager, will fax all pharmacy PA letters to providers. This change does not affect any other portions of the PA process.



CONTACT INFORMATION



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

1240 South Loop Road
Alameda, California 94502

providerservices@alamedaalliance.org

We're on the Web!

www.alamedaalliance.org

Using the online Provider Connection, Alliance Providers can:

- ▶ Verify member eligibility
- ▶ Check authorization/claim status
- ▶ View an online provider manual

To get a Provider Connection account, just log onto www.alamedaalliance.org and click on "Provider Connection." Follow the online instructions. If you have problems, call (510) 747-4510 or e-mail providerservices@alamedaalliance.org

Free Interpreter Services

Does your Alliance patient need an interpreter for visits to your office? Interpreter services are free for Alliance members. Please contact Member Services at (510) 747-4567 to arrange for an in-office or telephonic interpreter at no cost to you. Or fax us at (510) 747-4504.

Eligibility (24-hour automated line).....	(510) 747-4505
Authorizations (provider use only).....	(510) 747-4540 fax (510) 747-4507
Case Management Services.....	(510) 747-4540 <i>Asthma and Diabetes</i>
Claims	(510) 747-4530 fax (510) 747-4506
Member Services (8 a.m. – 6 p.m., M-F)	(510) 747-4567 fax (510) 747-4504
Provider Credentialing	(510)747-4555 Ext 4025
Provider Services General Information	(510) 747-4510 fax (510) 747-4508
Provider Services Representatives:	
Lorena Ahumada	(510) 747-6209
Kreshenda Jenkins.....	(510) 747-6203
Jett Stansbury, Sr. Director, Provider Services.....	(510) 747-6189
Alameda County Behavioral Health	(800) 491-9099
Children First Medical Group	(510) 428-3489
Community Health Center Network	(510) 297-0200
MedImpact (Pharmacy Benefit Manager)	(800) 788-2949
Delta Dental	(800) 338-4337
Denti-Cal	(800) 322-6384
Domestic Violence Hotline	(510) 536-7233
Healthy Families Program.....	(800) 880-5305
March Vision Care.....	(888) 493-4070
PacifiCare Behavioral Health:	
Physician Consultation	(800) 292-2922
Member Referral.....	(888) 789-7110
Quest Diagnostic (Outpatient Laboratory Services)	(800) 288-8008
Telephonic Interpreter Services Vendor.....	(510) 809-3986