



Important Reminder: Long-Term Care (LTC) Authorization Notifications

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have some important updates and reminders we want to share with you.

As the Alliance closes out our first year of managing the essential long-term care (LTC) benefit for our members, we are retrospectively reviewing our records to help ensure they accurately reflect the members residing in your facility. We will complete this one-time special project this month.

Below are a few examples of the discrepancies we are finding in our authorization data:

- Not receiving timely information related to members who have left LTC facilities.
- Not receiving notification for members discharged back to the community.
- Not receiving notification for members who may have expired.

Our original processes rely on our facility partners completing the Discharge Disposition Form in real time. However, we have discovered that compliance has been low and is causing inaccurate information in our authorization data. On Friday, December 8, 2023, you should have received a notice titled "Long-Term Care (LTC) Form Updates with information and tips about our revised forms so that we can see improved compliance in 2024.

Effective Friday, December 8, 2023, the Alliance will review the member's eligibility as reported by the California Department of Health Care Services (DHCS) and update all LTC authorizations to add end dates on authorizations for patients that are no longer eligible with the Alliance or have expired. LTC facilities will receive a Notice of Action (NOA) explaining why the authorization is closed. The NOAs will be sent within the next 30 days and may date as far back as February 2023.

In some instances, our team will call to verify the dates of services for the members before we take any action on our side. Please assist our team in this data collection to help minimize any potential errors.

You may also receive NOA Approval letters for your records to cover the original members who were brought in from fee-for-service (FFS) Medi-Cal. There is no action required from you on the approvals.

If you receive any NOAs that you feel are incorrect, please call the Alliance Long-Term Care (LTC) Department at **1.510.747.4510**. The NOAs will also include information on how to appeal if you do not agree with the determination. The Alliance LTC Department will also be available to help with resolving issues.

Thank you for your continued partnership and for providing high-quality care to our members and community. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org