



Important Update: Transitional Care Services (TCS) Post-Discharge Follow-Up Appointments

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important update to share with you.

The Alliance is honored to provide Transitional Care Services (TCS) to our members as a part of our Medi-Cal and Group Care benefits. TCS are provided to members transferring from one setting or level of care to another.

TCS must provide the following components:

- A Single Point of Contact for the member depending on their health risk stratification
- A Readmission Risk Assessment
- A Post-Discharge Follow-Up Appointment with the member's assigned primary care provider (PCP) within seven (7) days from discharge.

The Alliance Case Management team also requests your assistance to ensure members receive and attend their post-discharge follow-up appointments. The Alliance Case Management team may call your office to schedule a post-discharge follow-up appointment on behalf of the member.

To better streamline this process, please provide the Alliance with the best contact information for us to make these appointments. This information will be used internally by Alliance staff and will not be shared with members. The contact may be an office manager, provider line, backline, or other dedicated line. Please also advise if your main appointment queue or reception queue is the only available option.

Please visit the link below to provide the Alliance with the contact information for your office:

<https://bit.ly/3sB3eS1>

Our goal is to provide the highest levels of customer service and help our members get the care and services they need. If you have any feedback on how we can improve these services, please let us know. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Case and Disease Management Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4512**
www.alamedaalliance.org