



The New Alliance Health Homes Program (HHP)

Alameda Alliance for Health (Alliance) values our loyal community of providers and is committed to continuously improving our provider and member satisfaction.

On Monday, July 1, 2019, we launched the Alliance Health Homes Program (HHP). This new Medi-Cal benefit helps eligible Alliance members with certain health care needs – like diabetes, hypertension or kidney disease – and who meet other specific criteria get the health care, support, and services that they need to work towards their health care goals.

The Alliance HHP provides members with a care team to help coordinate and manage their care. The care team may consist of a nurse care manager, behavioral health care manager, care coordinator, community health worker, health navigator, or a housing navigator. These specially trained professionals will collaborate with the member's primary care provider (PCP), specialists, and family support systems to create a personalized care plan.

Who is eligible for the Alliance HHP?

HHP is a Medi-Cal benefit covered by the Alliance for eligible members.

To be eligible:

- Alliance members must meet specific health criteria; and
- Alliance members must **not** be receiving similar services from another care management program.

Alliance HHP Benefits

The Alliance HHP offers member-centered, team-based care coordination with a strong focus on behavioral health care and social supports and services. Through better coordinating care and linking people to needed services, HHP is designed to improve health care quality and health outcomes, enhance communication, and improve overall efficiency. The HHP care team will mostly meet with members at their PCP's office or by phone. The care team may also meet with members anywhere within the coverage area, including where they live.

Effective Monday, July 1, 2019, please direct eligible Alliance members who need HHP services to call the Alliance Member Services Department.

Monday – Friday, 8 am – 5 pm

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

For more information, please visit: www.alamedaalliance.org

If you have any questions, or if you would like to receive Alliance HHP brochures to share with your Alliance member patients, please call the Alliance Provider Services Department at **1.510.747.4510**.

If you have programmatic questions, please submit them to providerservices@alamedaalliance.org.

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