



~Newsflash~

June 28, 2024

Alameda Alliance Provider Appointment Availability Survey Begins July 1, 2024

Alameda Alliance for Health (AAH) will begin their **Provider Appointment Availability (PAAS) Survey** **in July and it continue through December 2024.** Primary care physicians and specialist will be randomly surveyed. First the survey is faxed or emailed. If they do not receive a response in the first week, they will outreach with a follow-up call. If you do not respond CFMG will receive a corrective action plan. Please respond to the survey. The survey will address **urgent and non-urgent services** for PCP, specialist, and psychiatrists.

Timely Access

Attached is the most updated Timely Access Standards. These standards will be used for the PAAS survey. Please review.

California Programs

Attached is the latest training on the California Programs. Please note the Child Health and Disability Program, (CHDP) will transition July 1, 2024. Some of the programs will fall under CalAIM through Alameda Alliance for Health.

The CHDP transition preserves:

- Presumptive eligibility enrollment activities currently offered through the CHDP Gateway,
- Activities under the CHDP-Childhood Lead Poisoning Prevention Program (CLPP); and,
- The Health Care Program for Children in Foster Care (HCPFC)

For more information, please see the attached on the DHCS website:

<https://www.dhcs.ca.gov/services/chdp/Pages/CHDP-TP.aspx>

Safe Kids Event – July 13, 2024, at the Oakland Coliseum

Please review the attached flyer (in English, Spanish and Cantonese) for the Safe Kids Day event on July 13th. They will be giving away and fitting bicycle helmets for children.



Utilization Management/Prior Authorizations

Just as a reminder, please **securely** email our UM team with any authorizations or questions you may have at CFMGUM@ucsf.edu for faster service.

If you have any questions, please call Sharon Wright at (510) 428-3492 or email me at Sharon.wright@ucsf.edu

Thank you for taking care of the children!



Important Reminder: 2024 Provider Appointment Availability Survey (PAAS) – July 2024 through December 2024

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction.

QMetrics on behalf of the Alliance will administer the Provider Appointment Availability Survey (PAAS) on an annual basis. All health plans in California are required to survey providers to assess the availability of **routine** and **urgent** appointments.

About This Survey

Providers: Alliance network providers include primary care providers (PCPs) and non-physician medical practitioners, specialist physicians (these change from year to year, dependent on DMHC methodology), psychiatrists, non-physician mental health (NPMH) providers, and ancillary providers (imaging/radiology or physical therapy).

Methodology: The Alliance contacts a randomized sample (and oversample, as appropriate) of network providers contracted with the Alliance as of **January 14 of the current year**. The Alliance will first fax/email the PAAS survey. We encourage our provider partners to respond to the initial fax/email survey request to avoid additional phone call outreach. If we do not receive a fax or email response within the first week of the survey request, the Alliance will follow up with a phone call.

Aside from the above methodology, providers have an option to participate in electronic data extraction for the survey. For more information, please reach out to the Alliance.

Questions: The survey solicits answers about the next available appointment¹ date and time for:

1. **Urgent and non-urgent services** for PCP, specialist, psychiatrist, and NPMH providers.
2. **Non-urgent services** for ancillary providers.

Appointment dates and times are collected at the location level for providers practicing at Federally Qualified Health Centers (FQHCs).

Provider offices are **contractually obligated** to complete the survey. Please note that non-responsiveness/refusal to comply with the survey may result in a corrective action plan.

Thank you for your attention and assistance in completing the PAAS.

¹Appointments can be either in-person or via telehealth.

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



Timely Access Standards*

Alameda Alliance for Health (Alliance) is committed to working with our provider network in offering our members the highest quality of health care services.

Timely access standards* are state-mandated appointment timeframes for which you are evaluated.

All providers contracted with the Alliance are required to offer appointments within the following timeframes:

APPOINTMENT WAIT TIMES	
Appointment Type:	Appointment Within:
Urgent Appointment that <i>does not</i> require PA	48 Hours of the Request
Urgent Appointment that <i>requires</i> PA	96 Hours of the Request
Non-Urgent Primary Care Appointment	10 Business Days of the Request
First Prenatal Visit	2 Weeks of the Request
Non-Urgent Appointment with a Specialist Physician	15 Business Days of the Request
Non-Urgent Appointment with a Behavioral Health Provider	10 Business Days of the Request
Non-Urgent Appointment with an Ancillary Services for the diagnosis or treatment of injury, illness, or other health conditions	15 Business Days of the Request

ALL PROVIDER WAIT TIME/TELEPHONE/LANGUAGE PRACTICES	
Appointment Type:	Appointment Within:
In-Office Wait Time	60 minutes
Call Return Time	1 business day
Time to Answer Call	10 minutes
Telephone Access – Provide coverage 24 hours a day, 7 days a week.	
Telephone Triage and Screening – Wait time not to exceed 30 minutes.	
Emergency Instructions – Ensure proper emergency instructions.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	

***Per DMHC and DHCS Regulations, and NCQA HP Standards and Guidelines**

PA – Prior authorization

Urgent Care – Services required to prevent serious deterioration of health following the onset of an unforeseen condition or injury (i.e., sore throats, fever, minor lacerations, and some broken bones).

Non-urgent Care – Routine appointments for non-urgent conditions.

Triage or Screening – The assessment of a member's health concerns and symptoms via communication with a physician, registered nurse, or other qualified health professional acting within their scope of practice. This individual must be trained to screen or triage, and determine the urgency of the member's need for care.

Shortening or Extending Appointment Timeframes – The applicable waiting time to obtain a particular appointment may be extended if the referring or treating licensed health care practitioner, or the health professional providing triage or screening services, as applicable, acting within the scope of their practice and consistent with professionally recognized standards of practice, has determined and noted in the member's medical record that a longer waiting time will not have a detrimental impact on the health of the member.

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CHILDREN FIRST MEDICAL GROUP

California Programs for Managed Medi-Cal

- California Children's Services (CCS)
- Child Health and Disability Prevention Programs
- Early Intervention (EI)/Early Start (ES)
- Developmentally Disabled Services (DDS)
- Regional Centers
- Initial Health Appointment (IHA)
- Language Assistance Programs

California Children's Services (CCS)

- California Children's Services (CCS) is a statewide program for children 0-21 years old.
- CCS financial eligibility is automatic with their Medi-Cal coverage.
- Treats children with certain physical limitations and chronic health conditions or diseases (<https://www.dhcs.ca.gov/services/ccs/Pages/default.aspx>)
- Specific medically eligible conditions include but are not limited to chronic medical conditions such as cystic fibrosis, hemophilia, cerebral palsy, etc).
- Providers who know the CFMG member has a CCS-eligible condition and/or an open case should obtain authorization for services for that condition directly from CCS.
- **CCS can be contacted directly at:**
 - **Alameda County: (510) 208-5970**
 - **Santa Clara : (408) 793-6200**
- If the condition is not CCS medically eligible or if CCS eligibility is uncertain, providers follow the CFMG authorization procedures.



Coordination of Care

- Children with CCS-eligible conditions should still see their PCP for primary case management, routine care, urgent care of non-eligible conditions, and for preventive care, including immunizations.
- CFMG relies on PCPs to coordinate services with CCS specialty providers. If the member is eligible for CCS services, CCS will provide medical case management for the specific CCS condition.

Child Health and Disability Prevention Program (CHDP)

What is Child Health and Disability Prevention Program (CHDP)?

- A preventative program that delivers periodic health assessments to low-income children and youth using American Academy of Pediatrics Bright Futures guidelines. Also involved in community activities (Fluoride varnish training) and the Gateway Program (transition program for entry into Medi-Cal).

This program is due to end on June 30, 2024.

Transition of Child Health and Disability Program

- Senate Bill (SB) 184 authorizes the Department of Health Care Services (DHCS) to transition the Child Health and Disability Prevention (CHDP) Program effective July 1, 2024. Transitioning the CHDP Program aligns with the Department's goal under CalAIM to reduce administrative complexities, enhance coordination of care and whole person care approach, and increase standardization of care across Medi-Cal by consolidating care responsibilities for children/youth under the Medi-Cal managed care plans. We will keep you updated as the transition plan is announced.

Where are they located?

Alameda County

1100 San Leandro Blvd, Third Floor,
San Leandro, Ca 94577
Phone: (510) 618-2070
Email: <https://acphd.org/chdp/>

Berkeley

1947 Center Street, 2nd Floor
Berkeley, CA 94704
(510) 981-5300
Email:
PublicHealth@CityofBerkeley.info

Santa Clara County

1993-B McKee Road
San Jose, CA 95116
(800) 689-6669

<https://publichealth.sccgov.org/home>



Early Intervention- Early Start

What is Early Intervention-Early Start?

- California's Early Intervention Program, is known as Early Start, is a program for infants and toddlers from birth to three years of age at risk for developmental delays or with special developmental needs and their families. For children under three diagnosed with a hearing loss there is a simplified referral process for the California Early Start Program

<https://www.dds.ca.gov/services/early-start/early-start-publications-resources-and-program-guidance/program-guidance-materials/> <https://www.dds.ca.gov/services/early-start/>

How Does it Work?

- CFMG Primary Care Physicians can refer members for this program.** The physician or hospital will initiate the referral directly to the Regional Center.
- The point of entry to early intervention services is the Regional Centers. Regional Center for the East Bay works in partnership with other agencies to coordinate and support the children.
- All infants and toddlers potentially eligible for a regional center program will be evaluated by the Regional Center to determine eligibility for Early Start. For Alameda and Contra Costa counties these go to the Regional Center of the East Bay <https://www.rceb.org/>

Locations?

- Regional Center Early Start Intake
<https://www.dds.ca.gov/services/early-start/family-resource-center/regional-center-early-start-intake-and-family-resource-centers/>
- Alameda County** – Early Start Intake: (510) 618-6195. Family Resource Center: Family Resource Navigators: (510) 547-7322 email: info@familyresourcenavigators.org
www.familyresourcenavigators.org
- Santa Clara County** intake: (408) 392-3801 or (800) 404-5900 (visual, hearing or orthopedic impairment). Fax (408) 392-3821 <https://www.sccoe.org/depts/educational-services/Pages/earlystart.aspx>



Developmentally Disabled Services (DDS) and Regional Centers

- **California Department of Developmental Services** is an agency through which California provides services and supports individuals with developmental disabilities.
- These disabilities include intellectual disability, cerebral palsy, epilepsy, autism and related conditions. Services are provided through developmental centers and regional centers. The regional centers serve as a local resource to help find and access services and support.

- **Regional Centers**

- Alameda County/Referrals**

- 500 Davis Street, Suite 100

- San Leandro, CA 94577

- (510) 618-6100 Videophone: (510)394-1835

- FAX: 510-678-4100

- Website: <http://www.rceb.org>

- Santa Clara County/Referrals**

- 6203 San Ignacio Avenue, Suite 200

- San Jose, CA 95119

- Phone: (408) 374-9960

- Website: <https://www.sanandreasregional.org/>





Initial Health Appointment (IHA)

How the IHA's are Distributed to CFMG Providers

- Once a month, CFMG faxes the IHA reports for Anthem Blue Cross and Alameda Alliance for Health to the primary care physician offices.
- The PCP is responsible for checking eligibility, contacting the member and scheduling the IHA within 120 days.

Screening Tools

For children, the IHA must consist of the elements found in the most recent periodicity schedule recommended by the Bright Futures Guidelines of the American Academy of Pediatrics (AAP). PCPs must provide preventive health visits for all members through 21 years of age at times specified by the most recent AAP periodicity schedule. The schedule requires more frequent visits than the periodicity schedule of the Child Health and Disability Prevention (CHDP) program. The IHA must bring members up to date with all currently recommended preventive services and include all assessment components required by the CHDP for the younger age nearest to the child's current age.

For more detail guidelines please visit the CFMG website: https://www.childrenfirstmedicalgroup.com/_files/ugd/0abdd2_d7f5f75e705f4f0095c1250ec0c3da86.pdf

Language Assistant Programs

	ALLIANCE	ANTHEM
Face to Face:	X	With 3 business days notice
Over the phone:	On demand: 510-809-3986 pin code 1002	800-407-4627 after hours 800-224-0336
CRS/TTY:	California Relay Service number 711	711/ TTY Only 800-735-2922 after hours 800-368-4424
Notice:	5 business days notice	72 hours notice
Form:	https://alamedaalliance.org/wp-content/uploads/Interpreter-Services-Request-Form_03252021.pdf	https://providers.anthem.com/docs/gpp/california-provider/CA_CAID_InterpreterServicesDesktopReference.pdf?v=202111221735
Fax:	855-891-9167	
Phone:	510-747-4510 Provider Services 510-809-3986 (Over Phone-24/7)	Provider Services 800-224-0336 (24/7)
Email:	N/A	LanguageAssistant@anthem.com

Transportation Services

Anthem Blue Cross

Non-Emergency Medical Transportation Non-emergency medical transportation (NEMT), which may require prior authorization, allows members to be transported to medical appointments for covered services, transferred from a hospital to another hospital, facility or home.

- ModivCare will help Anthem Blue Cross members manage their rides to and from medically necessary medical appointments including rides by livery, ambulance or mass transit.
- Routine transportation is an Anthem Blue Cross value-added benefit, so there is no additional cost for this service to these members.
- Members can call (877) 931-4755 (Monday-Friday) to arrange for transportation through ModivCare at least 7 business days for new riders and 5 business days for existing riders.



AlamedaAlliance

Medical Transportation may be available to you. Benefits include: EMT –Emergency Medical Transportation
NEMT- Non-Emergency Medical Transportation

NEMT must be used when:

It is approved in advance by the Alliance with a written authorization by a doctor. It is physically or medically needed as determined with a written authorization by a doctor; or you are not able to physically or medically use a bus, taxi, car, or van to get to your appointment. You need help from the driver to and from your residence, vehicle, or place of treatment due to a physical or mental disability.

To arrange or follow up on a request for transportation, please call:
Alliance Transportation Services Toll-Free: 1.866.791.4158.

Please call at least three (3) business days before your appointment. Your doctor will be required to submit documentation in order to process the request. For urgent appointments, please call as soon as possible.

Please have your Alliance member ID card ready when you call.

Here is the link to the Physician Certification Form – Request for Transportation:
<https://www.modivcare.com/sites/default/files/file/2021-08/Alameda%20Alliance%20PCS%20Form%202018%201.pdf>

Palliative Care

Anthem Blue Cross

Anthem covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social, and spiritual discomfort.

Palliative care is patient and family-centered care that improves quality of life by anticipating, preventing, and treating suffering. Palliative care does not require the member to have a life expectancy of six months or less.

Palliative care may be provided at the same time as curative care.

Palliative care includes:

- Advance care planning
- Palliative care assessment and consultation
- Plan of care including, but not limited to:
 - A doctor of medicine or osteopathy
 - A physician assistant
 - A registered nurse
 - A licensed vocational nurse or nurse practitioner

Alameda Alliance

The Alliance covers in-home palliative care services for members with a life-threatening illness. Palliative care is a special service that helps relieve symptoms such as pain, nausea, or anxiety that can happen when someone has a very difficult illness. A palliative care nurse or social worker can come to your home to talk to you and your family about how to take care of your symptoms. Palliative care services can be given while you are getting regular medical care from your doctor or clinic. You do not have to stop getting care that might cure you.

Palliative care services can be given to children with any life-threatening diagnosis or illness.



Thank you! Questions?

Should you need any additional resources related to this information, please contact Sharon Wright, Provider Relations Manager at Sharon.Wright@ucsf.edu

