

Alameda CalAIM PATH Collaborative

April 19, 2024

Welcome! Please introduce yourself in the chat with your name and organization.

2024 Collaborative Aims and Objectives

**By December 2024, increase
eligible members authorized for
ECM by 15% & Community
Supports by 15%**

1

**Build resources and
relationships to drive
community referrals**

2

**Strengthen ECM and
Community Supports
provider capacity**

3

**Facilitate relationship
building between
providers, plans, and
referral partners**

Today's Agenda

<i>Time</i>	<i>Topic</i>
<i>10:00am</i>	<i>Welcome, agenda, and housekeeping</i>
<i>10:05am</i>	<i>Follow-ups from April In-Person Meeting</i>
<i>10:10am</i>	<i>Resources and Upcoming Events</i>
<i>10:20am</i>	<i>MCP Updates</i>
<i>10:45am</i>	<i>Spotlight: Birth Equity Population of Focus</i>
<i>11:00am</i>	<i>Presentation: AAH Population Health Team</i>
<i>11:30am</i>	<i>Open Office Hours</i>

Housekeeping

April Follow-Ups

4/19 Collaborative Meeting: Transition and Diversion Services



Updates: Data, Trainings, and Resources

- Upcoming trainings from ACTDU
- Updated Provider List
- PATH Technical Assistance Marketplace
- Upcoming Office Hours
- New Alameda Homelessness Point-in-Time Count Results

Upcoming trainings

Alameda County Training and Development Unit (ACTDU) regularly offers valuable virtual trainings for local CalAIM providers:

- **New Hire Academy (June 12-13, In-Person at the Marina Inn)**
- **Engaging Individuals Navigating Reentry (June 25, 11am-1pm, In-Person at CHCN in San Leandro)**

To check out these offerings and more, register here:

<https://bit.ly/ACTDU-Portal>




Available now: ECM and CS Provider List

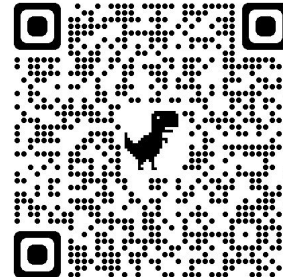


CalAIM PATH Care Coordination Provider List
ECM and Community Supports Providers
March 2024

Community Supports Providers: Quick Reference

	Alameda Alliance	Kaiser
Asthma Remediation		
<ul style="list-style-type: none"> Alameda County Public Health ASTHMA START..... Breathe California..... Evolve Emod..... Roots Community Health Center..... 	X	X
Community Transition Services/Facility Transition to Home		
<ul style="list-style-type: none"> East Bay Innovations..... Independent Living Systems..... Omatochi..... Serene Health..... Star Nursing..... 	X	X
Day Habilitation Programs		
<ul style="list-style-type: none"> Serene Health..... 		X
Environmental Accessibility Adaptations (Home Modifications)		
<ul style="list-style-type: none"> Assured Independence..... Connect America West..... Lifeline Systems Company..... LifewiseCHM..... East Bay Innovations..... 	X	X

	EAST BAY INNOVATIONS
About	East Bay Innovations (EBI) is a private non-profit organization providing services to people throughout Alameda County. EBI offers a variety of services supporting more than 500 individuals with disabilities to live as independently as possible in their own homes, to be successfully employed, and to feel a sense of membership in their community.
Location	2450 Washington Avenue, Suite 240 San Leandro, CA 94577
Website	https://www.eastbayinnovations.org/
Main Line	510.618.1580
Provider Type	Enhanced Care Management
Population of Focus	Adults At Risk for Hospital or ED Utilization Adults/Families experiencing Homelessness Adults At Risk for LTC Institutionalization Adult SNF Residents Transitioning to the Community



Coming Soon: Sortable Provider List Spreadsheet

Provider	MCP CONTRACT		ECM		Does this provider offer CS?
	Is this provider contracted with Alameda Alliance for Health (AAH)?	Is this provider contracted with Kaiser Permanente (KP)?	Does this provider offer ECM for Children/Youth?	Does this provider offer ECM for Adults?	
<i>(See the Provider List on our website for detailed information)</i>					
24 Hour Home Care	x				x
AAT Home Placement Agency		x			
A Better Way, Inc.		x	x		
Accentcare of California		x			x
Agape Village		x	x		
Alameda County Behavioral Health Care Services	x			x	
Alameda County Behavioral Health, Eastmont Health Center	x			x	
Alameda County Community Food Bank	x				x
Alameda County Health Care Services	x				x
Alameda County Public Health (Asthma Start)	x		x		x
Alameda County Public Health, California Children's Services (CCS)	x		x		
Alameda County Recipe4Health	x				x
Alameda Family Services	x	x	x		
Alameda Health System	x			x	
Alameda Health System, Eastmont Wellness	x			x	
Alameda Health System, Hayward Wellness	x			x	
Alameda Health System, Highland Wellness	x			x	
Alegrecare		x			x
Alternative Family Services	x		x		
Amity Foundation		x		x	

Check out the TA Marketplace!



Learn

about the Marketplace.

Apply

to become a TA Recipient and shop the Marketplace.



Sign In

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Export Marketplace

OFF-THE-SHELF

[Selecting and Implementing Evidence-Based Pra...](#)

WORKFORCE

Duration: 4 Months

Evidence-based practice (EBP) implementation does not have to be overwhelming or expensive. Using the National Implementation Research Network framework, our experienced technical assistanc...

Provided by: [Bowling Business Strategies \(BBS\)](#)

Apply to unlock

OFF-THE-SHELF

[Introduction to Trauma-Informed Primary Care a...](#)

WORKFORCE

Duration: 2 Hours

A trauma-informed approach or framework engages people who have histories of trauma and are experiencing toxic stress, recognizes the presence of trauma symptoms, and acknowledges...

Provided by: [Health Improvement Partnership of Santa Cruz County \(...\)](#)

Apply to unlock

OFF-THE-SHELF

[Health Insurance Portability and Accountability A...](#)

WORKFORCE

Duration: 3 Months

The goal of this 20-question Risk Assessment is to provide a starting point for healthcare organizations (including hybrid entities) as they begin to evaluate and prioritize their potential liabilities associated...

OFF-THE-SHELF

[Evaluation of Care Coordination and Care Manag...](#)

ENHANCED CARE MANAGEMENT (ECM)

Duration: 4 Months

Our goal is to improve ECM, access, coordination, and integration of care by evaluating structures, processes, and outcomes and by identifying key opportunities to improve care management and care...



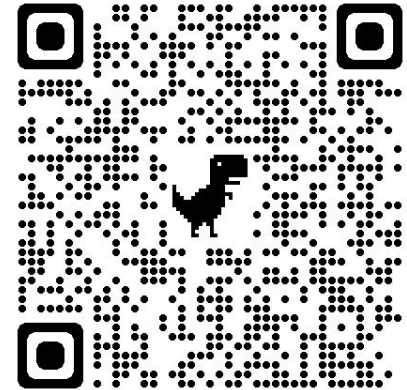
Upcoming Office Hours: Data Sharing and CalAIM Use Cases

Wednesday, May 22 | 11am - 12pm

On Zoom

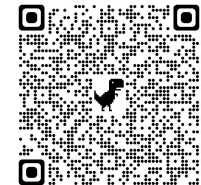
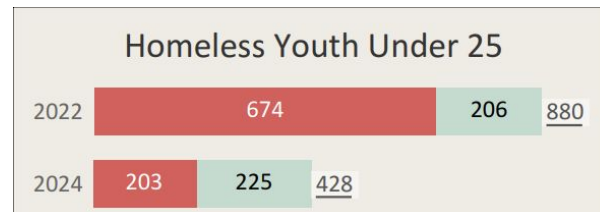
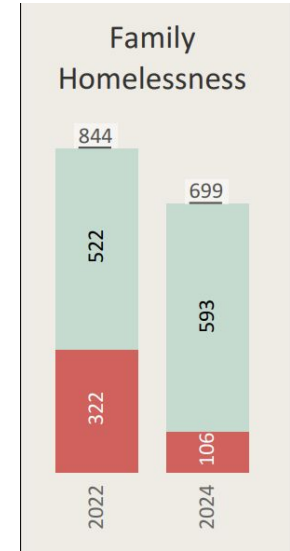
*Discuss data sharing and CalAIM with ITUP
Assistant Director of Policy Shirley Lam*

[Register Here](#)



New Data on Homelessness: 2024 Alameda Point-in-Time Survey

- **3% decrease** in overall homelessness
- **11% decrease** in unsheltered homelessness
- **67% decrease** in unsheltered family homelessness
- **70% decrease** in unsheltered youth homelessness





MCP updates

Kaiser Permanente

Alameda PATH CPI Meeting
May 2024

Complex care certificate | A free training resource from Kaiser Permanente

The complex care certificate will provide essential knowledge, skills, and attitudes required to provide complex care. This training program is rooted in Camden Coalition's core competencies for frontline complex care providers.

What is complex care?

- Complex care improves health and social well-being of individuals with complex needs.
- Complex care addresses the multiple drivers of health and social needs through collaboration in communities and across sectors.

What is the complex care certificate?

- Nine self-paced online courses (13 CEUs) that teach frontline complex care staff how to engage with complex health and social needs.
- Learners will be equipped with tools to build relationships and address gaps in care delivery that apply to all target populations, from pediatrics to older adults.

The complex care certificate program provides care teams with shared language and frameworks necessary for collaborative care delivery

- ❖ KP's California-based community partners
- ❖ Frontline complex care practitioners
- ❖ Interdisciplinary care teams including community health workers, nurses, doctors, peers, social workers, care managers
- ❖ Healthcare and social care workers who want to strengthen their practice of whole person care and team collaboration

The training curriculum is:



Self-paced



Person-centered



Collaborative



Accredited


Complex care certificate | Courses included in the program

Each self-paced online course includes a set of activities for a team to complete together to apply what they have learned to their work.

Complex care certificate courses:

<p><i>Introduction to complex health and social needs</i> Interplay and compounding effects of multiple health, behavioral health, and social needs</p>	<p><i>Motivational interviewing in complex care</i> Principles and practices of motivational interviewing in complex care settings</p>
<p><i>Relationship-building in complex care</i> Building authentic healing relationships, setting boundaries, and establishing self-care practices</p>	<p><i>Care planning in complex care</i> Generating, implementing, and maintaining strengths-based and person-centered care plans</p>
<p><i>Power and oppression in complex care</i> Power dynamics in complex care, self-reflection on privilege and bias, and responsible use of power</p>	<p><i>Complex care delivery</i> Person-centered language, implementing care plans, and navigating complex systems</p>
<p><i>Trauma-informed complex care</i> Principles and practices of trauma-informed care in complex care settings</p>	<p><i>Collaboration and communication in complex care teams</i> Building authentic healing relationships, role clarity, collaborative decision-making, and conflict transformation in teams</p>
<p><i>Harm reduction in complex care</i> Principles and practices of harm reduction in complex care settings</p>	<p><i>A systems change project (optional for certificate designation)</i> Identifying systems issues, collecting data, storytelling, and implementation within your system/community</p>

Courses contain a diverse array of education methods:


Video, audio, and
interactive elements


Links to research


Patient and
practitioner stories


Reflection and
discussion questions


Team activities

ABOUT THE CAMDEN COALITION

The Camden Coalition is a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of complex care by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being.



How to Submit a Referral for ECM or Community Supports

KP has a no-wrong-door approach for referrals

- Referrals are accepted from any source (members, providers, family, community organizations, etc.)
- Use of the KP referral form is recommended; however, KP will accept any referral form created by another Medi-Cal plan. Simply send the completed form to the same KP email address noted below.
- Referrals may be placed via email or via phone.

	Sacramento/Central Valley	Rest of Northern California	Southern California
Cities	Amador, El Dorado, Fresno, Kings, Madera, Mariposa, Placer, Sacramento, San Joaquin, Stanislaus, Sutter, Tulare*, Yolo, Yuba	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Kern, Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Tulare*, Ventura,
Phone	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-833-952-1916 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
Email	Send completed referral form to REGMCDURNS-KPNC@kp.org with the subject line "ECM Referral" or "CS Referral"		Send completed referral form to RegCareCoordCaseMgmt@kp.org with the subject line "ECM Referral" or "CS Referral"

How a community-based organization can serve KP members

KP is working with three Network Lead Entities (NLEs) to develop a network of community-based ECM, CS, and CHW providers.

If your organization wishes to become part of an NLE's network, you may send an email message to:



network@fullcirclehn.org
Phone number: 888-749-8877

Full Circle Health Network meets with prospective providers each week on Thursdays from 12-1pm PST
<https://us06web.zoom.us/j/86507421534>



ILSCAProviderRelations@ilshealth.com
Phone number: 305-262-1292



Hubinfo@picf.org
* Phone number: 818-837-3775

In your email, please specify the services your organization provides, geography serviced, and population expertise.

*Partners in Care only serves the Southern California region at this time.

Helpful Links and Contacts

KP 2024 Medi-Cal Direct Contract:	KP.org/Medi-Cal2024
KP Designated Medi-Cal Call Center:	1-855-839-7613 Call to speak to a live Medi-Cal trained agent
KP Medi-Cal Programs (ECM, CS, CHW):	For current information, go to our website: Link
KP Medi-Cal Continuity of Care:	For current information, go to our website: Link
KP Self-Service Community Resource Directory:	KP.org/communityresources 1-800-443-6328 Toll-free number to speak with a resource specialist (M-F, 8a-5p local time)
KP Community Health Care Program:	Available to California residents without access to other health coverage. For current information, go to our website: Link
Medi-Cal Redeterminations Toolkit:	For current information, go to DHCS website: Link
Medi-Cal Rx:	1-800-977-2273
Medi-Cal Dental:	1-800-322-6384

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- Referrals may be placed via email or via phone.

	Sacramento/Central Valley	Rest of Northern California	Southern California
Cities	Amador, El Dorado, Fresno, Kings, Madera, Mariposa, Placer, Sacramento, San Joaquin, Stanislaus, Sutter, Tulare*, Yolo, Yuba	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Kern, Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Tulare*, Ventura,
Phone	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-833-952-1916 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
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MCP updates

Birth Equity

ECM is available for individuals who meet the eligibility criteria for the Birth Equity Population of Focus.

Adults or youth who:

- Are pregnant or postpartum (up to 12 months), including pregnancies that ended with live birth, still birth, or spontaneous or therapeutic abortion

AND

- Identify as Black, American Indian or Alaska Native, or Pacific Islander

Birth Equity ECM Providers

Alameda Alliance



COMMUNITY HEALTH
CENTER NETWORK



Kaiser Permanente



WESTCOAST CHILDREN'S CLINIC



DHCS Birth Equity FAQ



State of California—Health and Human Services Agency Department of Health Care Services

Last Update: February 2024



Gov. Gavin Newsom | Governor

Enhanced Care Management Birth Equity Population of Focus: Frequently Asked Questions

Background:

Across California, Medi-Cal provides health insurance coverage for about 40 percent of all births in the state each year. The Department of Health Care Services (DHCS) is taking steps to strengthen coverage and care for birthing populations by implementing Medi-Cal eligibility and benefits changes aimed at improving prenatal and postpartum care and reducing pregnancy-related morbidity and mortality for all Members.

Improving maternal health is one of the DHCS' Comprehensive Quality Strategy "Bold Goals", which specifically seeks to improve maternity outcomes and birth equity, including access to prenatal and postpartum care.

All pregnant and postpartum individuals enrolled in Medi-Cal receive coverage for a range of benefits to support maternal health and family well-being such as the Community Health Worker (CHW) and Doula benefits and the Dyadic Services benefit for children and families, regardless of their eligibility for the Enhanced Care Management (ECM) Birth Equity Population of Focus (POF). DHCS is also developing a comprehensive Birthing Care Pathway — envisioned as a care model with related benefit and payment strategies to reduce maternal morbidity and mortality for all Medi-Cal members who are pregnant and postpartum.

DHCS's [PHM Policy Guide](#) outlines expectations for MCPs to provide all medically necessary services for all pregnant and postpartum individuals, including, transitional care services, risk assessment and care planning, and appropriate follow-up care.



ECM and other Medi-Cal Benefits

Doula Benefit: Members receiving doula services *can* also qualify for ECM if they meet eligibility criteria for the population of focus

Dyadic Services Benefit: Members *can* receive both the dyadic services benefit and be enrolled in ECM

CHW Benefit: A Provider cannot bill for services under the CHW Benefit and ECM for the same Member at the same time. The ECM Lead Care Manager is expected to provide services similar to those provided under the CHW Benefit.

Community Referrals for Birth Equity ECM



Providers

OB/GYN Offices, Hospitals, Family Medicine Physicians, Maternal Home Visiting Providers (CDPH's California Home Visiting Program (CHVP)), CDSS' CalWORKs Home Visiting Program (HVP), Doulas and Doula practices/Doula circles, Midwives and Midwifery practices, Promotoras, Community Health Workers (CHWs), Comprehensive Perinatal Health Workers (CPHWs), Community Health Representatives (CHRs), and Behavioral Health Providers

Organizations serving Black, AI/AN and Pacific Islander individuals

- Comprehensive Perinatal Services Program (CPSP)
- Black Infant Health (BIH) Program
- CA Perinatal Equity Initiative (PEI)
- Indian Health Programs
- American Indian Maternal Support Services (AIMSS)
- Tribal Social Services Programs
- Other preexisting local interventions designed to support Black, American Indian and Alaska Native (AI/AN) and/or Pacific Islander birthing populations

Social Services

Organizations/Programs

- Women Infants and Children (WIC) sites
- Community Based Organizations
- Women's and family shelters

Discussion:

1. Who are potential referral partners for the Birth Equity population in Alameda County?
2. What resources or processes are needed to bring these partners into the referral system?
3. How can we utilize ECM to enhance existing home-visiting and clinical interventions? Any successes to share?

Alameda Alliance for Health Perinatal Services

CalAim PATH Learning Collaborative

5/17/2024

Agenda

- ▶ Welcome to Alameda Alliance for Health
 - Alliance Services for Members
 - Our Perinatal Population - 2023
 - Alliance Perinatal Supports for Members
 - The Alliance Doula Program
 - CA Abundant Birth Project – Daphina Melbourne, ACPHD
- ▶ Questions



Our Mission:

Improving the health and well-being of our members by collaborating with our provider and community partners to deliver high quality and accessible services.

Our Perinatal Population - 2023

Our Perinatal Population - 2023

Medi-Cal Relevant subpopulations - Pregnant/postpartum	Count	Percent
GENDER		
Female	4,968	100.0%
Total	4,968	100.0%
AGE BAND		
21-34	3,410	68.6%
35-49	1,144	23.0%
12-20	396	8.0%
50-64	18	0.4%
Total	4,968	100.0%
COUNTY REGION		
North	2,622	52.8%
Central	1,412	28.4%
South	568	11.4%
East	313	6.3%
Other	53	1.1%
Total	4,968	100.0%

PRIMARY RACE/ETHNICITY		
Other	1,725	34.7%
Hispanic	1,693	34.1%
Black	827	16.6%
White	224	4.5%
Chinese	147	3.0%
Other Asian	114	2.3%
Vietnamese	91	1.8%
Pacific Islander	69	1.4%
Filipino	53	1.1%
American Indian or Alaskan Native	13	0.3%
Unknown	12	0.2%
Total	4,968	100.0%

PRIMARY LANGUAGE		
English	3,380	68.0%
Spanish	1,163	23.4%
Chinese	133	2.7%
Arabic	88	1.8%
Vietnamese	72	1.4%
Other Non-English	65	1.3%
Unknown	62	1.2%
Tagalog	5	0.1%
Total	4,968	100.0%

HOMELESSNESS		
Housed	4,519	91.0%
Unhoused	449	9.0%
Total	4,968	100.0%

Alliance Services for Members



Alliance Services for Members

- ▶ Primary Care Physicians and Obstetrician Gynecologists (OB/GYN)
- ▶ OB or OB/GYN Services
- ▶ Direct Access to OB/GYN Services
- ▶ Sensitive Services
- ▶ Behavioral Health

Primary Care Physician and OB/GYN Services

- ▶ A primary care physician practices general healthcare, addressing a wide variety of health concerns for members. They are typically the first person you talk to if you have a health concern.
- ▶ An OB/GYN is a doctor of obstetrics and gynecology. These doctors specialize in pregnancy, childbirth, and the female reproductive system.
- ▶ Alliance members can search for a provider through the [Alliance Provider Directory](#).

Prenatal and Postpartum Visits

- ▶ The Alliance aims to ensure pregnant members receive the care they need during the perinatal period.
- ▶ Please encourage your clients to schedule and attend timely pregnancy care appointments:
 - Prenatal visit in the first trimester or within 42 days of enrollment
 - Additional prenatal visits as determined by the member's health care provider
 - Postpartum visit on or between 7 and 84 days after delivery
- ▶ Members can contact the Alliance Member Services Department at 1.510.747.4567 to help find a provider and schedule an appointment.

Well Child Visits

- ▶ Babies and toddlers grow quickly, so it is important that they visit their doctor for checkups, preventative screenings and vaccines.
 - The Alliance has created a chart to highlight the recommended timing for these visits and help members keep track of these appointments.

AGE 0 TO 12 MONTHS

	3-5 days	1 month	2 months	4 months	6 months	9 months	12 months
DATE							

AGE 15 TO 30 MONTHS

	15 months	18 months	24 months	30 months
DATE				

- ▶ Members can call 510.747.4567 to help find a provider and schedule an appointment.

Well Child Visits

	Age	Visits	Developmental Screening	Social and Behavioral Screening	Immunization	Lead Screening	Fluoride Varnish*
Infancy	Newborn	●		●	●		
	3-5 days	●		●	●		
	1 month	●		●	●		
	2 months	●		●	●		
	4 months	●		●	●		
	6 months	●		●	●	★	
Early Childhood	9 months	●	●	●	●		
	12 months	●		●	●	●	
	15 months	●		●	●		
	18 months	●	●	●	●	★	
	24 months	●		●	●	●	
	30 months	●	●	●	●		↓

*Fluoride varnish should be applied every three (3)-six (6) months.

Visits:

● = To be performed ★ = Risk assessment to be performed with appropriate action to follow, if positive

←→ = range during which a service may be provided

Direct Access to OB/GYN Services

- ▶ Female members of the Alliance may self-refer for covered obstetrical and gynecological services from OB/GYNs participating within the Alliance or their medical group's network.

* Referral requirements may vary depending on the member's assigned Alliance medical group. Please contact the member's assigned medical group to find out if a referral is required for a particular service.

Sensitive Services

- ▶ Sensitive services are those services designated by Medi-Cal as available to members without a referral or authorization in order to protect patient confidentiality and promote timely access.
- ▶ Sensitive services include ***family planning, screening and treatment for sexually transmitted diseases, HIV testing, and abortions.***
- ▶ All Alliance Medi-Cal members may go outside of their medical group's network for sensitive services, which does not include prenatal care.
- ▶ Authorization is not required for prenatal care, but members must stay within their medical groups.

Sensitive Services (cont.)

Abortion

- ▶ Alliance Medi-Cal members may obtain abortion services from any Medi-Cal provider without a referral or authorization.
 - In-network abortion services are available to all Alliance members without referral or authorization.
 - Abortion services from non-Alliance providers are also available to all Alliance members without referral or authorization.

Behavioral Health

- ▶ All Alliance members have access to outpatient and inpatient behavioral health care, which includes substance abuse treatment. PCPs and specialists can encourage members in need of behavioral health care to access this free and confidential benefit.
- ▶ Members may contact Alliance Health Programs at 510.747.4577 for more information or may search for a provider through the [Alliance Provider Directory](#).

Alliance Perinatal Supports for Members



Health Education

- ▶ The Alliance has health information, self-management tools and referrals to materials, programs and classes for all members at no cost.
- ▶ Health topics include:
 - Conditions like diabetes, asthma and hypertension
 - Pregnancy, breastfeeding (lactation consultants) and parenting
 - Healthy weight, nutrition and exercise
 - Smoking cessation, Diabetes Prevention Program (DPP), and others

Health Education (cont.)

- ▶ Members will receive prenatal and postpartum mailings to inform them of available resources and supports.
- ▶ The [Provider Resource Directory](#) lists classes, programs and community referrals available to at no cost to Alliance members.
- ▶ Providers can refer using the [Wellness Provider Fax Request Form](#).

Alameda Alliance for Health
Wellness Programs & Materials

Provider Request Form – Alameda Alliance for Health (Alliance) provides health education at no cost. Please select the topics that you want us to send your patients covered by the Alliance. You can also request the handouts in other formats. Many handouts can be found at www.alamedaalliance.org

<p>CLASSES & PROGRAM REFERRALS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Asthma <input type="checkbox"/> Breastfeeding Support <input type="checkbox"/> CPR/First Aid <input type="checkbox"/> Diabetes <input type="checkbox"/> Diabetes Prevention Program (prediabetes) <input type="checkbox"/> Healthy Eating, Exercise, and Weight <input type="checkbox"/> Heart Health <input type="checkbox"/> Parenting <input type="checkbox"/> Pregnancy and Childbirth <input type="checkbox"/> Quit Smoking <i>(patient agrees to receive a call from Kick It California or Asian Smokers' Quitline)</i> <p>MEDICAL ID Choose one: <input type="checkbox"/> Bracelet <input type="checkbox"/> Necklace</p> <ul style="list-style-type: none"> <input type="checkbox"/> Asthma <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> Diabetes <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adult 	<p>WRITTEN MATERIALS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Advance Directive <i>(medical power of attorney)</i> <input type="checkbox"/> Alcohol and Other Substance Use <input type="checkbox"/> Asthma <input type="checkbox"/> Back Pain <input type="checkbox"/> Birth Control <input type="checkbox"/> Chronic Obstructive Pulmonary Disease (COPD) <input type="checkbox"/> Diabetes <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Healthy Eating, Exercise, and Weight <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> Heart Health <input type="checkbox"/> Parenting <input type="checkbox"/> Pregnancy <input type="checkbox"/> Preventive Care <input type="checkbox"/> Quit Smoking <input type="checkbox"/> Safety <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> Sexual Health <input type="checkbox"/> Stress and Depression <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adult
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Provider Name: _____ Member Name: _____

Provider Clinic Name: _____ Alliance Member ID Number: _____

Provider Phone Number: _____ Member Phone Number: _____

Provider Fax Number: _____ Member Address: _____

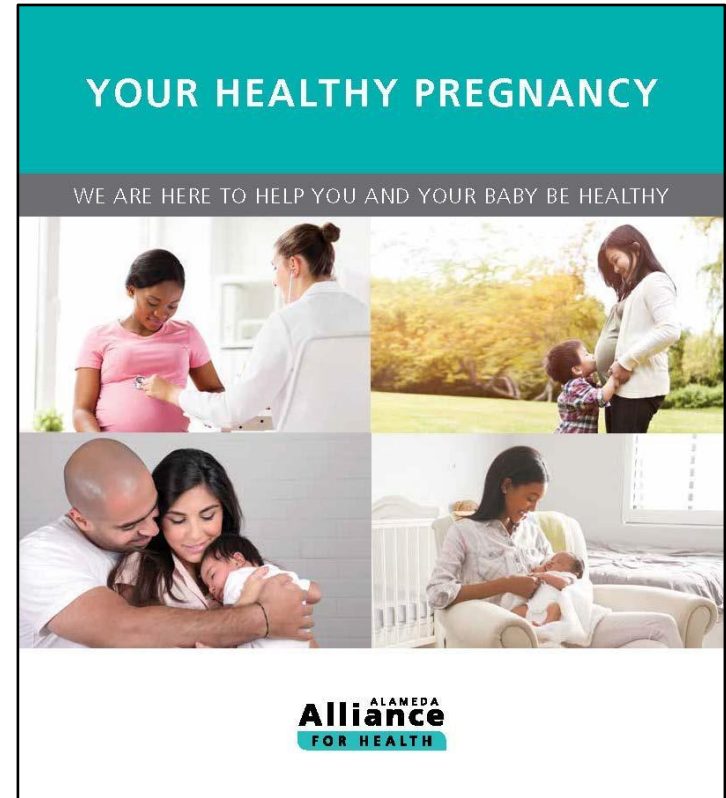
Preferred Language: _____ City: _____ Zip Code: _____

To order, please complete this form and fax it to:
Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502
 Fax Number: **1.877.813.5151**
 Phone Number: **1.510.747.4577**

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Health Education Materials

- ▶ Member can also request care books about pregnancy, preventive care, healthy eating, and more!
 - Available in English, Spanish, Chinese, Vietnamese, Tagalog, and other languages on request
- ▶ Members can complete the [Wellness Request Form](#) or call Health Programs at 1.510.747.4577 to request class listings and materials in our threshold languages (English, Spanish, Chinese, & Vietnamese).
- ▶ Other community resources online: www.alamedaalliance.org/live-healthy



Health Education Classes

- ▶ Topics include:
 - Pregnancy and Childbirth
 - Breastfeeding
 - Parenting
- ▶ Refer to the [Provider Health Education Resource Directory](#) for classes and other resources.
- ▶ Members can request interpreter for some classes.
- ▶ Member can request class list on Wellness Request Form or call Member Services.

PAGE 6

PROVIDER RESOURCE GUIDE

Pregnancy and Childbirth
Members: **1.510.747.4577**
The Alliance pays for childbirth education for members at your delivery hospital. Alliance staff can facilitate the arrangements, or our members may sign up directly with the hospital.

City of Berkeley: Quit Smoking Class
Phone Number: **1.510.981.5330**
Email: **quitnow@cityofberkeley.info**
"Freedom from Tobacco" quit smoking classes is an 8-class series. Alliance members can call to sign up.

Nicotine Anonymous
Toll-Free: **1.877.879.6422**
www.nica-norcal.org/meetings
www.nicotine-anonymous.org
Nicotine Anonymous brings together groups of people who have felt the grip of nicotine addiction. The primary purpose is to help others to live free of nicotine. Meetings can be in-person, online, or over the phone.

Smokefree.gov
Toll-Free: **1.877.448.7848**
www.smokefree.gov
Connect with a specialist in English or Spanish to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources.

Alameda County: Black Infant Health
1100 San Leandro Blvd., San Leandro
Phone Number: **1.510.618.2019**
Weekly group sessions for African American pregnant and parenting people 18 years of age and older. Provides education, support, and case management.

Alameda County: Starting Out Strong
Phone Number: **1.510.667.4333**
Email: **homevisiting@acgov.org**
www.facebook.com/ACPHDStartingOutStrong
Starting Out Strong programs offer family support services and health education to people who are pregnant, parenting a child under 36 months, or have suffered a pregnancy loss and want to become pregnant again. Referral form is available on their website.

Vision Care
The provider of vision care depends on the Alliance plan in which the member is enrolled.

Alliance Group Care Members
Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal Members
March Vision Care: **1.844.336.2724**

Information and Referral Numbers

County Referrals

- ▶ We refer members who meet program criteria to:
 - Black Infant Health
 - Weekly group sessions for Black/ African American pregnant and parenting adults.
 - Doulas or members can contact Shamelle Bremond - BIH Family Support Case Manager at 510.61.-2019 or by email Shamelle.Bremond@acgov.org
 - Alameda County WIC
 - Nutrition education, supplemental food, and breastfeeding support for pregnant and postpartum women, infants, and children up to age 5.
 - Doulas or members can sign-up for an [enrollment appointment](#).
 - Asthma Start
 - In-home case management for families of children with asthma ages 0-18 living in Alameda County.
 - Doulas or members may complete this [referral form](#), or call the Asthma Start Program at 510.383.5181.

Resources

- ▶ [Text4Baby](#)
 - English, Spanish
 - Texts information & appointment reminders
- ▶ [Kick It California & Asian Smoker's Quitline](#)
 - English, Spanish, Chinese, Vietnamese, Korean
 - Web referrals available
 - Text or live support
 - Support tailored to pregnant individuals



**Your baby has you.
You have text4baby.**

B 
text4baby™

Get FREE text messages on:

- Prenatal Care
- Baby Health
- Parenting & More!

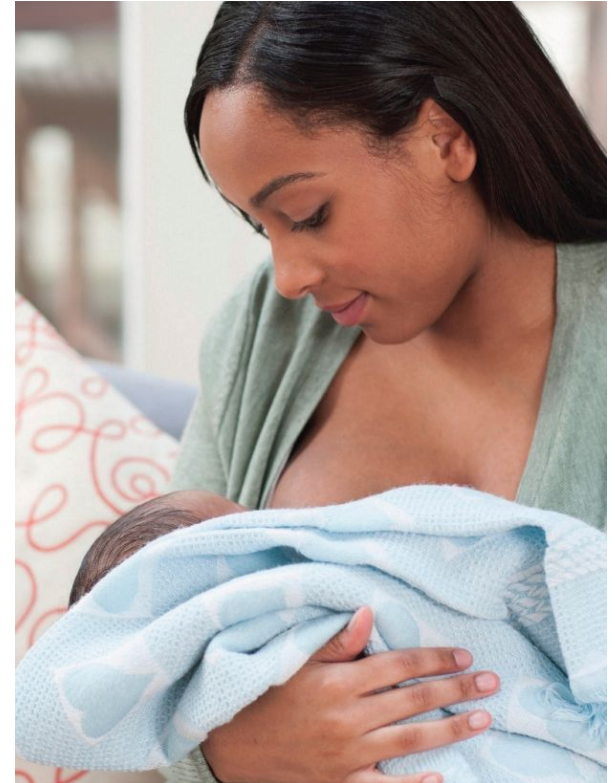
Sign Up Now 



KICK / T
California

Lactation Consults

- ▶ The Alliance offers International Board-Certified Lactation Consultants (IBCLCs) through Alta Bates Summit Medical Center
- ▶ Members call to schedule an appointment:
 - Alta Bates Summit Medical Center
Monday through Friday 9 am to 4 pm
Phone number: **1.510.204.6546**
- ▶ Members can also get support with breastfeeding from local WIC offices
<https://www.myfamily.wic.ca.gov/>
- ▶ Additional breastfeeding resources can be found at
<https://acphd.org/acbreastfeeds/>



Breast Pumps

- ▶ Considered Durable Medical Equipment (DME)
 - A licensed clinical provider must initiate a [request](#)
 - Requires an authorization
- ▶ Pumps are provided by California Home Medical Equipment (CHME)
- ▶ Can use [Breast Pump Request Form](#) to make request (includes pump options)
 - For Hospital Grade, clinical notes must be included

Fax to CHME 1.650.931.8928
Phone Number: 1.800.906.0626

Maternal Mental Health

- ▷ BirthWise Wellbeing Program
 - Member can self-refer: Call Alliance Member Services Department at 1.510.747.4567
- ▷ Find a behavioral health care provider
 - Member can self-refer: Call Alliance Member Services Department at **1.510.747.4567**.
 - Provider referral form
<https://alamedaalliance.org/providers/provider-forms/>
- ▷ National Maternal Mental Health Hotline
 - <https://mchb.hrsa.gov/national-maternal-mental-health-hotline>



Transitional Care Services

- ▶ The Alliance provides Transitional Care Services (TCS) to members who are transferring from one setting or level of care to another, including discharge from an inpatient stay for labor and delivery to the community and/or home.
 - A single point of contact can help members during this transition.
 - Transitional Care Services will be offered to members who meet criteria.
 - Members can also self-refer by contacting the Case and Disease Management Department at 1.510.747.4512.

California Abundant Birth Project

Daphina Melbourne

Alameda County Public Health Department



FREQUENTLY ASKED QUESTIONS

CA ABP Eligibility Criteria

The California Abundant Birth Project is designed to provide monthly cash gifts to eligible participants in order to support people at risk for poor birth outcomes. More information on program eligibility is below.

How do I know if I am eligible?

To be eligible, you must:

- Live in Alameda, Contra Costa, Los Angeles, or Riverside counties
- Be 8-27 weeks pregnant at the time of the Abundance Drawing
- Have household income under the following for your county:
 - Alameda: \$128,017
 - Contra Costa: \$132,360
 - Los Angeles: \$106,911
 - Riverside: \$81,581
- And identify with one or more of the following risk factors for preterm birth:
 - Are Black or African American
 - Have had a previous preterm birth (live birth before 37 weeks)
 - Have preexisting hypertension (before this pregnancy)
 - Have preexisting diabetes (before this pregnancy)
 - Have sickle cell anemia (SCA)
- Not be currently participating in another guaranteed income program.

Do I have to be Black to participate? What if I do not fall into the risk factor categories?

Applicants need to identify with one or more of the high risk factors for preterm birth to be eligible, which includes being Black or having one of the medical conditions listed.

What if I do not currently live in one of the participating counties?

The program is currently specific to people who live in Alameda, Contra Costa, Los Angeles, and Riverside counties. Our goal is to expand to other counties in the future.

What documents will I need in order to complete the application?

We will need you to upload a form of ID, a Proof of Pregnancy form, and a Proof of Residence document. Please see [here](#) for the full list of documents.

Do I need to include everyone's income where I live?

Yes, the income eligibility is based on the total income of all adults in the household.

I am 27 weeks pregnant. Can I still apply?

Participants must be 27 weeks or earlier in their pregnancy to be eligible to participate in the program. Because we do not automatically enroll applicants in the program, we recommend applying at 25 weeks pregnant or earlier.

If you have any questions please feel free to reach out to us at info@abundantbirthproject.org



The Alliance Doula Program



The Alliance Doula Program Mission

- ▶ Doulas provide health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum members before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion.
- ▶ Our mission is to ensure all perinatal members have access to the doula services they require to feel supported throughout their pregnancy and in the postpartum period.

Doula Services at the Alliance

- ▶ Alameda Alliance offers doula services to Medi-Cal members through a network of doula providers.
- ▶ Members can connect with a doula:
 - Call the Alliance Member Services Department at **1.510.747.4567** (current preferred method).
 - Search the Alliance Provider Directory <https://alamedaalliance.org/help/find-a-doctor/> and contact a doula directly (will be available soon).
 - Ask your provider to send a recommendation to a doula (not required).

The Alliance Doula Program Strategy

- ▶ Support a robust, knowledgeable, and high-quality doula provider network.
 - Integrate doula services across care continuum.
- ▶ Support our diverse community in becoming doulas to provide culturally and linguistically concordant care to our members.
- ▶ Educate providers and members about the benefits of doula services.
- ▶ Identify and provide targeted support to members experiencing maternal and child health inequities through doula services.
- ▶ Positively impact the maternal and infant health outcome disparities that exist for birthing people in Alameda County.

Questions?

Contact Us

- ▶ For questions regarding Alliance processes, contact the Provider Services Department at:

Phone Number: 1.510.747.4510

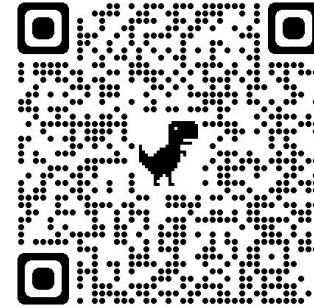
Email: providerservices@alamedaalliance.org

- ▶ For questions regarding Alliance services for members, contact the Member Services Department at:

Phone Number: 1.510.747.4567

Email: memberservices@alamedaalliance.org

Next meeting:
June 21st, 10am - 12pm
On Zoom, Register here:



**[https://us02web.zoom.us/meeting/register/tZwuf-6trzq
pHtxCQ1uxMMiv2xZiTS8yuLmA#/registration](https://us02web.zoom.us/meeting/register/tZwuf-6trzq
pHtxCQ1uxMMiv2xZiTS8yuLmA#/registration)**

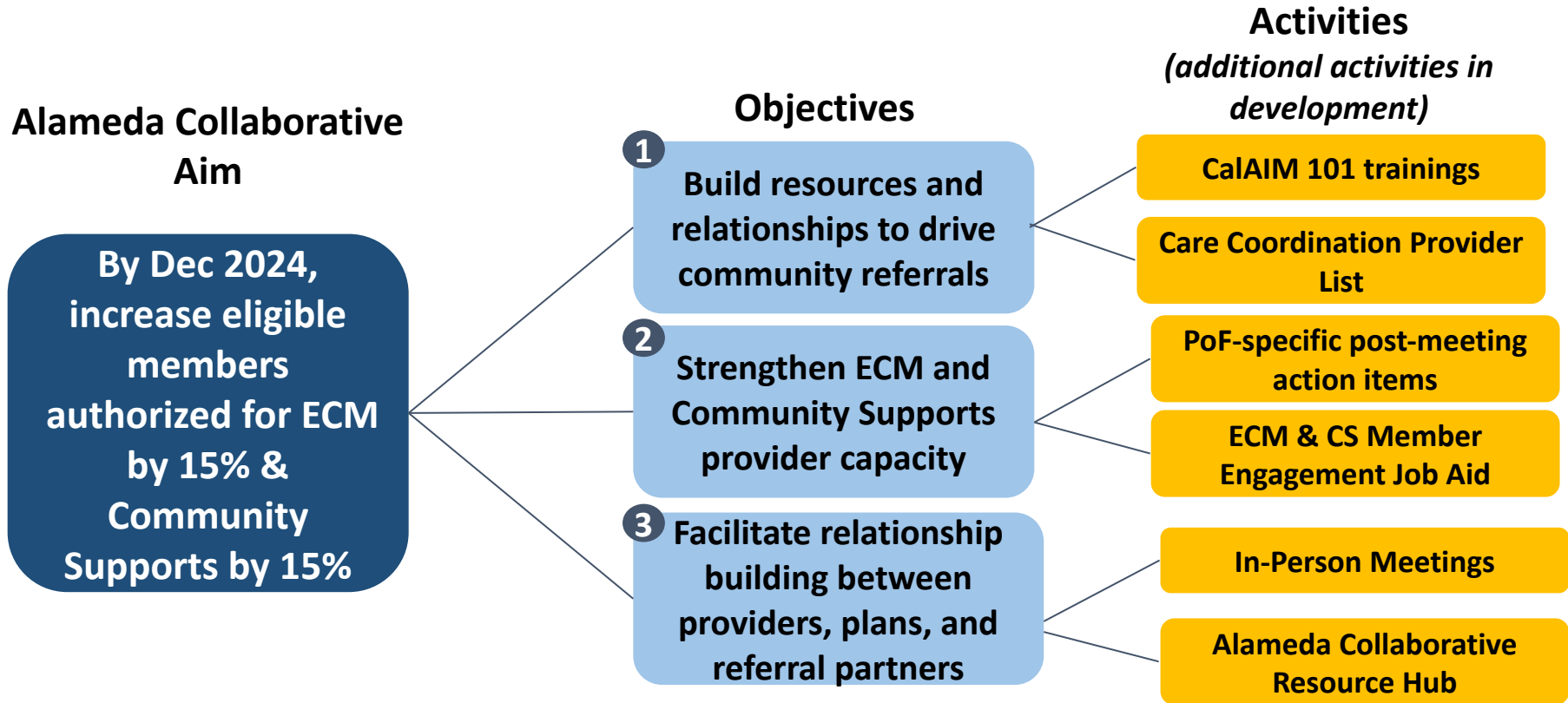
See you for the 3rd Friday mornings each month in 2024!

Thank you for attending!



Appendix

2024 Collaborative Aims and Objectives



What is Enhanced Care Management (ECM)?

ECM is a Medi-Cal benefit and is a whole-person, interdisciplinary approach to care that addresses the **clinical and non-clinical** needs of members with **complex** medical and social needs through systematic coordination of services & **comprehensive care management** that is community based, interdisciplinary, high touch and person centered.

Core Services



Assigned to a Care Manager



Comprehensive assessment & care management plan



Implement care plan and coordinate with multidisciplinary team



Health promotion/ support to adopt healthy behaviors



Care transitions/ medication reconciliation



Emphasis on face-to-face coordination, including appointment accompaniment as needed



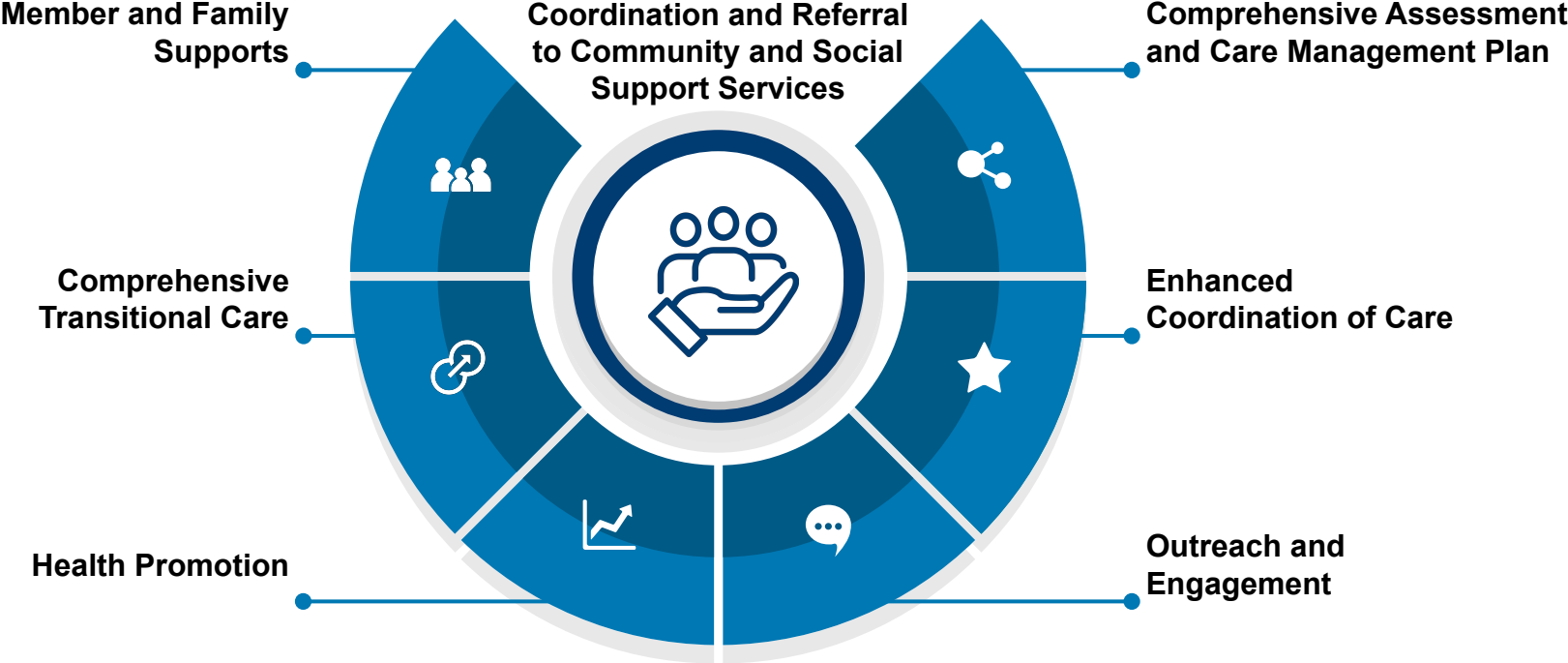
Ensure member and family are informed and engaged



Referring members to resources, including following up to ensure services were rendered

Core Elements of Enhanced Care Management

Enhanced Care Management connects high-need members with quality, person-centered care.



Who is Eligible for ECM?










“Population of Focus” Categories



ADULTS*





CHILDREN & YOUTH

			ADULTS*	CHILDREN & YOUTH
	1	Individuals or Families Experiencing Homelessness	Jan 2022	Jul 2023
	2	Individuals At Risk for Avoidable Hospital or ED Utilization (formerly called “High Utilizers”)	Jan 2022	Jul 2023
	3	Individuals with Serious Mental Health and/or Substance Use Disorder Needs	Jan 2022	Jul 2023
	4	Individuals Transitioning from Incarceration	Jan 2022 (some counties) Jan 2024 (statewide)	July 2023 (some counties); Jan 2024 (statewide)
	5	Adults Living in the Community and At Risk for LTC Institutionalization	Jan 2023	n/a
	6	Adult Nursing Facility Residents Transitioning to the Community	Jan 2023	n/a
	7	Children and Youth Enrolled in California Children’s Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition	n/a	Jul 2023
	8	Children and Youth Involved in Child Welfare	n/a	Jul 2023
	9	Birth Equity	Jan 2024	Jan 2024

*Adults are 21+

What are Community Supports?

Community Supports (CS) are non-medical, wrap-around services provided as a substitute or support to avoid other Medi-Cal covered services such as emergency room visits, an avoidable hospital or skilled nursing facility admission, or a discharge delay. As of 1/1/24, most of the counties KP serves offer all 14 of the Community Supports.*

Supports for Housing Insecurity 	Supports to Keep People at Home 	Supports to Improve a Chronic Condition 	Support to Recover from Acute Intoxication 
<p>Primary Audience: Individuals experiencing homelessness</p>	<p>Primary Audience: Individuals at risk for institutionalization in a nursing home</p>	<p>Primary Audience: Individuals who have certain chronic conditions and require support</p>	<p>Primary Audience: Individuals found publicly intoxicated to divert from jail or the Emergency Department</p>
<ol style="list-style-type: none"> 1. Housing Transition Navigation Services 2. Housing Deposits 3. Housing Tenancy & Sustaining Services 4. Short-Term Post Hospitalization Housing 5. Recuperative Care (Medical Respite) 6. Day Habilitation 	<ol style="list-style-type: none"> 7. Respite Services (for caregivers) 8. Nursing Facility Transition/ Diversion to Assisted Living Facilities 9. Community Transition Services/ Nursing Facility Transition to a Home 10. Personal Care & Homemaker Services 11. Environmental Accessibility Adaptations (Home Modifications) 	<ol style="list-style-type: none"> 12. Meals/Medically Tailored Meals 13. Asthma Remediation 	<ol style="list-style-type: none"> 14. Sobering Centers <p><i>Note: majority of the referrals for this service are from law enforcement and stays must be less than 24 hours.</i></p>

*Exceptions include the following CS which are **not** offered in these counties: Asthma Remediation (Marin, Mariposa, Napa, Placer, San Mateo, Santa Cruz, Solano, Sonoma, Sutter, Yolo); Day Habilitation (Marin, Mariposa, Napa, Placer, San Mateo, Santa Cruz, Solano, Sonoma, Sutter, Ventura, Yolo); Recuperative Care (San Mateo); Short Term Post Hospitalization Housing (Alameda, San Mateo); Sobering Centers (Contra Costa, Marin, Mariposa, Napa, Placer, San Mateo, Santa Cruz, Solano, Sonoma, Sutter, Ventura, Yolo)

Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of **May 14, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services/Populations of Focus	Phone Number
A Better Way Inc	Children & Youth - Individuals with SMI/SUD Children & Youth - Involved in Child Welfare	510-433-8600
AAT Home Placement Agency	Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community	209-594-5980
Agape Village	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-835-2641
Alameda Family Services	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-629-6301 (Oakland) 925-474-2154 (Pleasanton)
Alternative Family Services	Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	530-283-3330
CityServ	TBD	(559) 802-3667
EA Family Services	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals transitioning from incarceration (Adult) Adults -Pregnant and Postpartum Individuals at-risk for Adverse Perinatal Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	(510) 268-3770
East Bay Agency of Children	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration	510-547-7322

Enhanced Care Management (ECM) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
Family Resource Navigators	TBA	858-444-8827
Fred Finch Youth & Family Services.	Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	530-283-3330
Independent Living Systems	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - Individuals transitioning from incarceration (Adult) Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults - Individuals with Intellectual or Developmental Disabilities Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	844-320-5182
J&M Homecare Services, LLC	Adults - Individuals at-risk for IP and ED Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community	925-552-6500
Koinonia Foster Homes, Inc. <i>[Birth Equity Specialty Provider Type]</i>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	209-577-3737

Enhanced Care Management (ECM) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
Lincoln Families	Children & Youth - Involved in Child Welfare	510-273-4700
New Dimensions Foster Family Agency	TBA	209-526-1837
Seneca Family of Agencies <i>[Birth Equity Specialty Provider Type]</i>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-654-4004
Serene Health IPA	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - Individuals transitioning from incarceration (Adult) Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults -Pregnant and Postpartum Individuals at-risk for Adverse Perinatal Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	844-737-3638
Side by Side	Children & Youth - Individuals with SMI/SUD Children & Youth - Involved in Child Welfare	510-727-9401
Star Nursing Inc	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD	877-687-7399

Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of **May 14, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.

Provider	Services/Populations of Focus	Phone Number
Stars Behavioral Health Group	Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	510-352-9200
Sterling Hospitalist Medical Group, Inc	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults - Individuals with Intellectual or Developmental Disabilities Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD)	714-897-1071
Unity Care Group, Inc.	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	TBA
WestCoast Children's Clinic	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-269-9030



Community Supports (CS) Providers in Alameda County

Organizations listed have executed contracts with KP as of **May 14, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services/Populations of Focus	Phone Number
AAT Home Placement Agency	Housing Transition/Navigation Services, Deposits, AND Tenancy & Sustaining Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home	209-594-5980
AccentCare of California	Respite Services Personal Care and Homemaker Services	818-837-3775
Aging Assistant LLC	Respite Services Personal Care and Homemaker Services	916-753-7622
Alegrecare, Inc	Personal Care and Homemaker Services	800-598-4777
ASSURED INDEPENDENCE	Home Modifications	425-516-7400
Breathe California	Asthma Remediation	408-998-5865
Cardea Health	Recuperative Care	1 (510) 835-3700
Central Coast	Asthma Remediation	1 (408) 998-5865
CityServ		(559) 802-3667
Connect America West	Home Modifications	707-200-2138
EA Family Services	TBA	530-283-3330
Eddie's Place	Recuperative Care	615-226-2292
Evolve Emod, LLC	Home Modifications Asthma Remediation	844-438-7577
Home Safety Services, Inc	Home Modifications	888-388-3811
Independent Living Systems	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home Environmental Accessibility Adaptations (Home Modifications) Asthma Remediation Personal Care and Homemaker Services Respite Services Day Habilitation Programs	844-320-5182
J&M Homecare Services, LLC	Respite Services Personal Care and Homemaker Services	925-552-6500
Lifeline Systems Company	Home Modifications	800-451-0525

Community Supports (CS) Providers in Alameda County

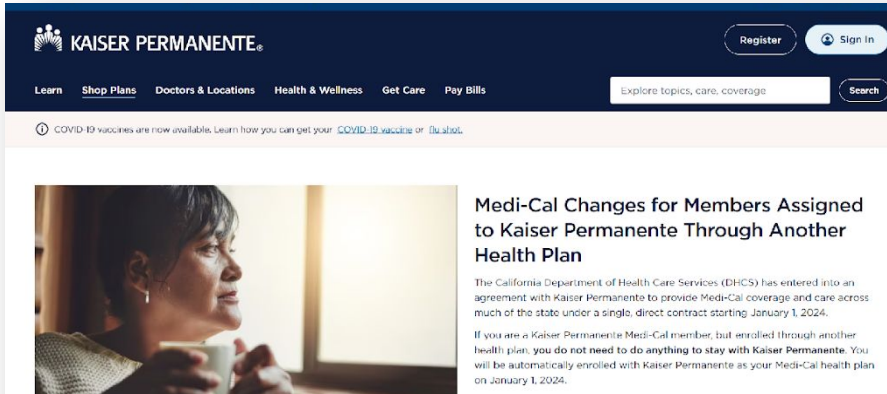
Organizations listed have executed contracts with KP as of **May 14, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.

Provider	Services/Populations of Focus	Phone Number
LifewiseCHM Renovations	Environmental Accessibility Adaptations (Home Modifications)	1 (913) 380-4246
Mom's Meals	Meals/Medically Tailored Meals	877-508-6667
Pear Suite, Inc	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Asthma Remediation	628-204-4124
Performance Kitchen	Medically Tailored Meals	512-608-1609
Serene Health IPA	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Short-Term Post-Hospital Housing Community Transition Services/Nursing Facility Transition to a Home Day Habilitation	844-737-3638
Star Nursing Inc	Housing Transition/Navigation Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home Respite Services Personal Care and Homemaker Services	877-687-7399
Sterling Hospitalist Medical Group, Inc	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services	714-897-1071
Uncuffed Project Inc	Recuperative Care	415-320-8798
WINETEER INC DBA LIFEWISECHM	Home Modifications	913-653-0766
24 Hour Home Care	Personal Care and Homemaker Services	866-311-6265



NEW On Kaiser Permanente's website



The screenshot shows the top navigation bar of the Kaiser Permanente website. It includes the logo, navigation links (Learn, Shop Plans, Doctors & Locations, Health & Wellness, Get Care, Pay Bills), a search bar, and buttons for Register and Sign In. Below the navigation bar is a news ticker about COVID-19 vaccines. The main content area features an article titled "Medi-Cal Changes for Members Assigned to Kaiser Permanente Through Another Health Plan" with a photo of a woman holding a mug.

KAISER PERMANENTE Register Sign In

Learn Shop Plans Doctors & Locations Health & Wellness Get Care Pay Bills

Explore topics, care, coverage Search

COVID-19 vaccines are now available. Learn how you can get your COVID-19 vaccine or flu shot.

Medi-Cal Changes for Members Assigned to Kaiser Permanente Through Another Health Plan

The California Department of Health Care Services (DHCS) has entered into an agreement with Kaiser Permanente to provide Medi-Cal coverage and care across much of the state under a single, direct contract starting January 1, 2024.

If you are a Kaiser Permanente Medi-Cal member, but enrolled through another health plan, you do not need to do anything to stay with Kaiser Permanente. You will be automatically enrolled with Kaiser Permanente as your Medi-Cal health plan on January 1, 2024.

KP.org/Medi-Cal2024

Information, a short video, and FAQs for KP's Medi-Cal members

Frequently Asked Questions

- Why is this change happening?
- Does this change affect my Medi-Cal eligibility?
- What do I need to do to stay with Kaiser Permanente?
- Will my Medi-Cal benefits change?
- What is the role of Health Care Options and how do I contact them?
- Do I get to keep my current doctor / primary care provider (PCP)?
- Do I need a referral to see any new providers or to get services?
- I want to keep my 2023 Medi-Cal Health Plan. What do I need to do?
- I want to switch my Medi-Cal coverage to another health plan. What do I need to do?
- Why did I receive a new ID Card in the mail?
- What should I do with my old Medi-Cal health plan membership card?
- How do I know if I am eligible for continuity of care?
- I am in a Kaiser Permanente Senior Advantage plan. Will my Medicare coverage change?
- I have Medicare with another health plan. Will I still be able to stay with Kaiser Permanente for my Medi-Cal coverage?
- What if I or my child is in the Whole Child Model program?
- Other questions?

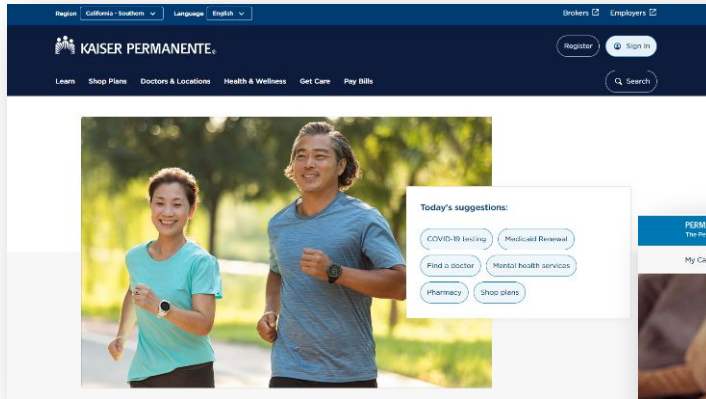
Hide in your language



The video player thumbnail features a large blue circle with the text "2024 Medi-Cal Coverage Changes" centered inside. The video player interface includes a play button, a progress bar showing 00:00 / 01:16, and standard video controls.

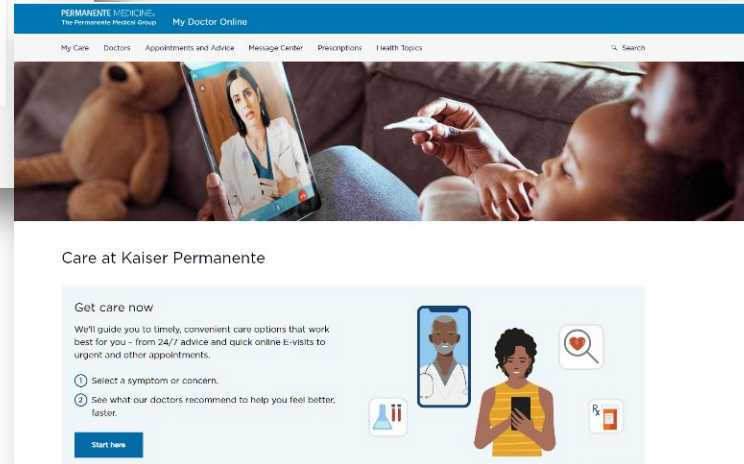
2024 Medi-Cal Coverage Changes

KP Member Services



✓ Urgent advice and appointment services available by phone 24/7 from live KP staff.

✓ Services available in multiple languages.



Our robust web site and mobile app allow enrollees to access medical advice, make appointments, message their care providers, order medications, and much more.

Continuity of Care for KP Medi-Cal Enrollees



Learn about Medi-Cal Continuity of Care

Here's what you need to know about Medi-Cal Continuity of Care.

- ⊕ What is Continuity of Care?
- ⊕ How do I get Continuity of Care?
- ⊕ How do I know if I qualify for Continuity of Care?
- ⊕ Do certain medical conditions qualify for Continuity of Care?
- ⊕ Are Continuity of Care requests for out-of-network providers automatically approved?
- ⊕ How do I know if my Continuity of Care request is approved?
- ⊕ What happens if my Continuity of Care request is denied?
- ⊕ What if I have a scheduled surgery or appointment with a new out-of-network provider?
- ⊕ Can I still get my medications?

**If members have questions
about Continuity of Care**

Call KP Member Services
1-855-839-7613 (TTY 711)

*24 hours a day, 7 days a
week*

For current information, go to our web page:

<https://healthy.kaiserpermanente.org/northern-california/shop-plans/medicaid/medi-cal/medi-cal-continuity-of-care>

Dedicated Call-In Service for Medi-Cal Beneficiaries

KP Medi-Cal Call Center

- **24/7 Designated Medi-Cal Line: 1-855-839-7613**
Call to speak to a live Medi-Cal trained agent.
- One phone number for all Medi-Cal members to receive information and be warm transferred to make appointments (medical, vision, transportation, mild-to-moderate behavioral health).
 - If a member calls the main KP member services number (1-800-464-4000) with their ID information, they will be automatically routed to a Medi-Cal trained agent.
 - If the member does not supply their ID information, and they reach an agent who is not Medi-Cal trained, they will be warm transferred to a Medi-Cal trained agent.



Non-KP Services

Placer County Mental Health Services (Adult)

1-888-886-5401*

Medi-Cal Rx: 1-800-977-2273

Placer County Mental Health Services (Family & Children)

1-866-293-1940*

Medi-Cal Dental: 1-800-322-6384

Sutter & Yuba Counties Mental Health Services

1-888-923-3800*

*From DHCS County Mental Health Plan Information Site (<https://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>)

Transportation Services for KP Medi-Cal Members

Medi-Cal members can get help with non-medical transportation to and from medical appointments.

Transportation services are available for ...



- ✓ KP Medi-Cal members, who have no other way to get to their medical appointment or service
- ✓ Those who are able to get in and out of a vehicle without assistance from the driver



Transportation services available to...

- ✓ Go to a doctor appointment
- ✓ Get medical services such as lab work or X-rays
- ✓ Pick up medicine that can't be sent by mail
- ✓ Pick up medical supplies or equipment

To request non-medical transportation services in San Bernadino County ...



- ✓ Members should call at least three days before an appointment
- ✓ Rides are available Monday through Friday, 5 a.m. to 7 p.m.
- ✓ For urgent needs, such as a hospital discharge, call for a ride 24 hours a day, 7 days a week.

To schedule a ride, Medi-Cal members may call KP Transportation Services at **1-844-299-6230**.

Additional Transportation Services for KP Medi-Cal Members

**For members needing wheelchair van services, gurney van services, or other special transportation
(Non-Emergency Medical Transportation)**



- For Medi-Cal members with medical, mental, and/or physical conditions that make transport by ordinary means impossible, or when the member requires specialized safety equipment that is not normally available in passenger cars, taxicabs, or other forms of public transportation.
- A physician must indicate medical necessity.
- Once clinical criteria are met, the provider submits the request to the KP Ambulance HUB. Within 48 hours, the HUB updates the database with member information.
- Once authorization has been added to the HUB database, members can independently schedule subsequent trips by calling (833) 226-6760.



Important Contact Information



DHCS/Health Care Options : **1-800-430-4263** (TTY **1-800-430-7077**)
Monday - Friday, 8 a.m. to 6 p.m.



For more information or assistance in enrolling in KP Medi-Cal, please call:

Kaiser Permanente Medicaid Assistance Center
1-800-557-4515 1-800-557-4515 (TTY 711)
Monday - Friday, 8 a.m. to 5 p.m.

Kaiser Permanente Community Support Hub

August 2, 2023

Social health resources are just a click or call away

The Kaiser Permanente Community Support Hub can help members find community resources to address their total health.



Having enough food to eat, money to pay the bills, and a safe place to call home is essential for good health. That's why Kaiser Permanente launched the [Kaiser Permanente Community Support Hub](#).

After years of work to understand and address social factors that affect our members' health, Kaiser Permanente created the hub — consisting of a free, self-service, online resource directory, and more. It enables Kaiser Permanente to proactively screen more members for social needs and connect those who need support to community-based resources and government assistance programs.

In 2022, Kaiser Permanente screened millions of members for social health needs — asking, for example, if they needed help paying rent, accessing healthy food, or securing other essentials that lead to good health. We then connected more than 170,000 members to community-based resources. Kaiser Permanente will continue to expand that support through the hub, with the goal of serving every member who wants social needs assistance.



Assistance programs and community resources



Digital equity

Learn about the Affordable Connectivity Program

Check eligibility for this government program that helps fund internet service & devices.



Social connections

Social connections for older adults

Fill your calendar and, at the same time, grow a community of others who share your interests.



Food

Wondering what SNAP could do for you?

Explore the Supplemental Nutrition Assistance Program's benefits and see if you're eligible to apply.



Financial wellness

You may be able to claim additional tax credits

Learn about this free service that can help you look for credits you may be eligible for.



Find community resources near you

If you need help with food, housing, paying for internet and other utilities, and more, explore our directory of community-based programs and services in your area.

[Search the directory](#)

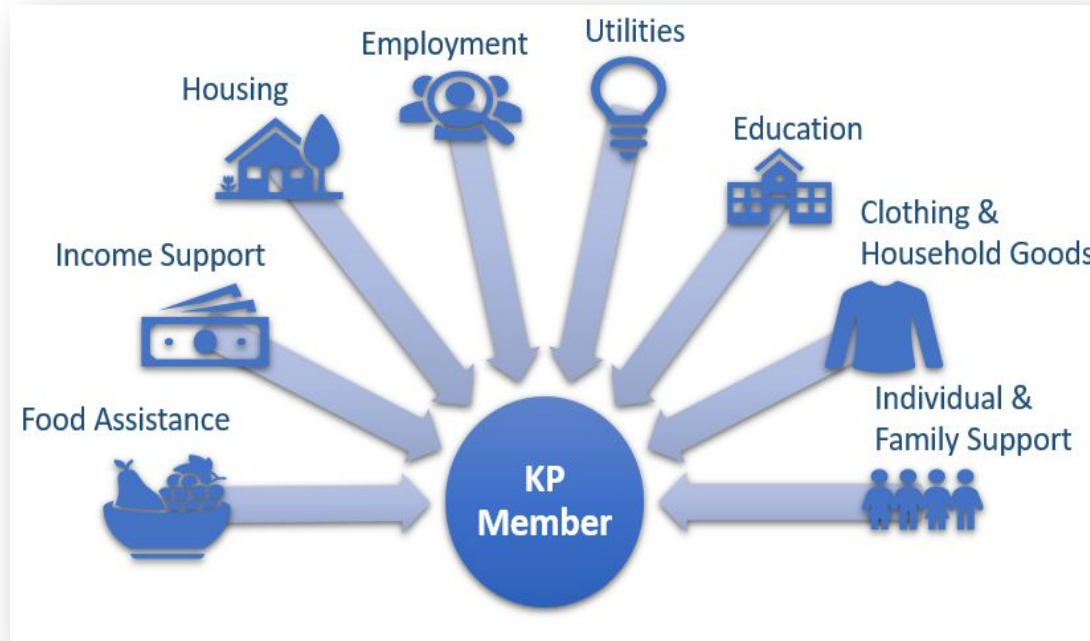


Need extra help with your search?

You can also talk to a Kaiser Permanente resource specialist. Get started by calling [1-800-260-7445](tel:1-800-260-7445) (TTY [711](tel:1-800-260-7445)). Monday through Friday, 8 a.m. to 5 p.m. in your time zone.

[Call us today](#)

NEW from Kaiser Permanente: Connections



Connecting member with community resources

When KP members and patients need support with social needs such as housing, healthy food, transportation, utility bills, and more, we can help.

These self-service options are available as an added layer of support for members who need help finding local social services and community-based programs in their areas.

Members/non-members can find assistance at:

KP.org/communityresources (Self-Service Community Resource Directory)

(800) 443-6328 – Toll-free number to speak with a resource specialist (M-F, 8a-5p local time)

Connections is helping members in need

Mom worried about her homeless son is directed to emergency food and housing resources in son's area

Husband and wife awaiting surgery and can't cook are connected to agency providing prepared-foods

Connections agents began working with individuals facing significant – sometimes heart-wrenching – need. Connections services include:

- Assessing member's needs using screening questions and offering tailored recommendations of resources in the member's community
- Providing high-touch service, including follow-up calls to members* within 48 hours after resources are shared to ensure they received assistance.
- Hold three-way calls with the member and the community provider.
- Augmenting data available in the Resource Directory to ensure information provided is accurate and up to date

**those who opt-in to a follow-up call*

Caller connected to family services support for husband receiving dialysis

Sister overwhelmed because her brother is in a wheelchair and keeps falling is directed to assisted living resources



Appendix

Case Management

- ▶ The [Case Management](#) Department provides:
 - Care Coordination
 - Complex Case Management
 - Community Supports
 - Enhanced Care Management
 - Transitional Care Services
- ▶ Providers may refer members for any of the above services by using the [Alliance Case Management Referral Form](#).
 - Member can self-refer: Call Alliance Member Services Department at 1.510.747.4567

Community Supports

- ▶ Eligible Alliance members can receive Community Support Services, which include:
 - Housing Transition Navigation Services, Deposits, and Tenancy and Sustaining Services
 - [Referral form](#)
 - Medically Tailored Meals/Medically-Supportive Food
 - [Referral form](#)
 - Personal Care and Homemaker Services
 - [Referral form](#)
 - Caregiver Respite
 - [Referral form](#)
- ▶ Providers may refer directly to Community Supports by emailing a completed Health Referral Form listed above to CSDEPT@alamedaalliance.org
- ▶ Providers may refer, or members can see if they are eligible for, the above services by contacting the Case and Disease Management Department at 1.510.747.4512.

Enhanced Case Management

- ▶ The Alliance Enhanced Case Management (ECM) Program is a Medi-Cal benefit that provides extra care coordination to members with highly complex needs.
 - Members have a care coordinator that can help:
 - Find doctors and get appointments for health care services you may need.
 - Better understand and keep track of your medications.
 - Set up a ride to get to your doctor visits.
 - Find and apply for community services based on your needs, like housing supports or healthy food.
 - Get follow-up care after you leave the hospital
- ▶ Providers may refer, or members can see if they are eligible for, the above services by contacting the Case and Disease Management Department at 1.510.747.4512.