



Alliance Contacts for Long-Term Care Benefit Carve-In

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community, and we have an important update that we would like to share with you.

Starting on Sunday, January 1st, 2023, the long-term care (LTC) benefit will be administered by the Alliance as a part of the statewide California Advancing and Innovating Medi-Cal (CalAIM) goal to standardize benefits and reduce complexity and county-to-county differences across the state. **Below is a breakdown of the LTC benefit administration change and key Alliance contacts:**

Effective Sunday, January 1st, 2023, the Alliance will coordinate and cover the cost of care in a nursing home past the month of admission and the subsequent month, and the member will no longer transition to FFS. On Sunday, January 1st, 2023, Alameda County residents enrolled in Medi-Cal FFS and residing in a nursing facility who have selected the Alliance as their health plan will be transitioned to the Alliance. Additionally, the State will assign them to a health plan if they do not select one by Wednesday, February 1st, 2023.

How do you send claims to the Alliance? Please submit CMS 1500 (Professional Claim) or UB-04 (Facility Claim) forms to:

Alameda Alliance for Health
P.O. Box 2460
Alameda, CA 94501-0460

Please note: Claims will be required to follow the billing guidelines that have been provided using a UB04 claim form with the appropriate value codes, revenue codes, and Share of Cost (SOC). If these are not provided correctly on the claim form, it can delay reimbursement. Alliance Provider Services will reach out when claims are identified as billed incorrectly to help ensure providers bill correctly in the future and receive prompt and accurate payment. Providers can only seek reimbursement from the Alliance. Providers cannot bill Alliance member patients. We are here to help and will work to resolve any issues quickly.

Please share this alert with your vendors and let them know how to bill.

Can you bill electronically? Yes. You can sign up to bill electronically (EDI), get paid faster with Electronic Fund Transfer (EFT), and receive an Electronic Remittance Advice (ERA). This will speed up claim processing and payment. The EDI program enrollment form is available at: https://alamedaalliance.org/wp-content/uploads/documents/EDI/EDI-Enrollment-Form_062719-1.pdf.

Who should you contact if your patient needs authorization?

Alliance Long Term Care Utilization Management Department
Phone Number: **1.510.747.4516**
Email: ltchcs@alamedaalliance.org
Fax Number: **1.510.747.4191**

Who should you call if you have questions about a claim or any provider questions?

Alliance Provider Services Department
Phone Number **1.510.747.4510**
Email: providerservices@alamedaalliance.org

Who to call if your patient has a question?

Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4567**
Toll-Free: **1.877.932.2738**
People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Will dual Medicare and Medi-Cal members be included in this transition?

The California Department of Health Care Services (DHCS) will require most non-dual and dual LTC Medi-Cal members (including those with a Share of Cost (SOC)) to enroll in a Medi-Cal managed care plan.

For more information about the LTC carve-in, please refer to the Department of Health Care Services website at: www.dhcs.ca.gov/provgovpart/Pages/Long-Term-Care-Carve-In-Transition.aspx.

Thank you for your partnership and for providing high-quality care to our members and the community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4540**
www.alamedaalliance.org