



Important Update: The Alliance Will be The Single-Plan Model in Alameda County Starting Monday, January 1, 2024

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

On **Monday, January 1, 2024**, Alameda County will change its Medi-Cal Managed Care model from a two-plan model (Anthem and the Alliance) to a single-plan model (the Alliance). This means Anthem (the exiting plan) will no longer be a Medi-Cal managed care option in Alameda County.

What does this mean for existing Medi-Cal members in Alameda County not enrolled in the Alliance?

- Members will transition from Anthem to the Alliance on Monday, January 1, 2024.
- 90, 60, and 30-day letters were mailed to impacted residents to notify them about the transition by their existing plan.
- Members may keep an existing relationship with their provider if they meet the continuity of care (CoC) criteria established by the California Department of Health Care Services (DHCS).

What does this mean for existing/contracted Alliance providers?

- Providers contracted by the Alliance may notice an increase in membership and/or utilization starting Monday, January 1, 2024.
- Providers contracted by the Alliance can continue to see any member eligible with the Alliance on or after the transition.
- The Alliance will reimburse services for eligible members who transitioned from the exiting plan to the Alliance as outlined in the provider's contract with the Alliance.

What does this mean for non-contracted providers who have an existing relationship with a member who may transition from the exiting plan to the Alliance?

- Non-contracted providers who would like to continue care with transitioning members through the Alliance may email an inquiry to the Alliance contracting team at DeptContractsInquiry@alamedaalliance.org.

Who can providers call if they have questions regarding this transition?

Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: 1.510.747.4510
Email: providerservices@alamedaalliance.org

Who can members call if they have questions regarding this transition?

Alliance members or transitioning members may call:

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**

For more information, please visit the DHCS website at

www.dhcs.ca.gov/services/Pages/County-Model-Change-Information.aspx.

We appreciate and thank you for the high-quality care you give your patients and your partnership in making a difference in our community.

Questions? Please call the Alliance Provider Services Department

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www.alamedaalliance.org