



## Important Reminder: Transportation Benefit for Alliance Long-Term Care (LTC) Members

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

The Alliance is pleased to contract with Modivcare to provide transportation services for our members. Together, we look forward to working with our skilled nursing facilities (SNFs) partners to ensure Alliance members in long-term care (LTC) who transitioned from traditional Medi-Cal fee-for-service (FFS) to Medi-Cal managed care receive the highest quality of care.

Following the Department of Health Care Services (DHCS), 90 days of continuity of care (CoC) will be honored for existing authorizations from DHCS for members transitioning from FFS Medi-Cal to the Alliance. Continuity of care only applies to FFS-authorized trips that were in effect before the member transitioned to the Alliance. **The CoC period is winding down, and all transportation for Alliance LTC members will need to transition to Modivcare contracted transportation providers.**

### What does this mean for Alliance LTC members and SNF providers?

1. Please complete all new transportation requests or assistance with scheduling through Modivcare by calling toll-free at **1.866.529.2128**.
2. During the first 90 days of enrollment with the Alliance, pre-existing authorizations will be honored for all transportation providers. After the 90-day CoC period, claims for transportation from non-contracted Modivcare providers will be denied and not be reimbursed.
3. Modivcare can contract with the transportation providers that you are using. Please let us know of any transportation providers you work with to explore a contract with Modivcare to continue to serve your Alliance patients.
4. Modivcare looks forward to meeting everyone involved in patient care at all SNFs and will reach out to you individually to familiarize you with their processes. In the meantime, if you have any questions or would like to discuss the transition with anyone on the Modivcare team, please contact:

Luis Larcina, Modivcare Transportation Healthcare Manager  
Phone number: **1.657.441.3916**  
Email: [Luis.Larcina@modivcare.com](mailto:Luis.Larcina@modivcare.com)

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

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