



Important Update: The Alliance is Expanding Enhanced Care Management (ECM) and Community Support (CS) Services

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. As part of the state's CalAIM initiative, we have an exciting update about the Alliance's expansion of Enhanced Care Management (ECM) and Community Supports (CS) that we want to share with you.

On Saturday, July 1, 2023, the Alliance expanded its population of focus (PoF) to include members of all ages for ECM and now offers three (3) added CS services noted below with an asterisk (*).

Please help us find members who may qualify for ECM and CS. Below is a complete list of services offered and information about how you can help refer members for these great benefits.

Enhanced Care Management (ECM)

Enhanced Care Management (ECM) is a benefit that provides extra care coordination services to members of all ages now with highly complex needs.

Members who qualify for ECM will have their own care team, including care coordinators, doctors, specialists, pharmacists, case managers, social service workers, and others to make sure everyone works together.

ECM also includes:

- Comprehensive assessment and care management
- Comprehensive transitional care
- Coordination and referral to community and social supports
- Enhanced coordination of care
- Health promotion
- Member and family support services
- Outreach and engagement

Community Supports (CS)

Community Supports (CS) are medically appropriate cost-effective alternatives to services covered under the state Medi-Cal program. These services are optional and may help members live more independently. These services do not replace any benefits that members receive through Medi-Cal.

The Alliance is currently offering the following CS services:

- Asthma Remediation
- (Caregiver) Respite Services*
- Environmental Accessibility Adaptations (Home Modifications)*
- Homeless-related CS (housing transition navigation, housing deposits, and housing tenancy & sustaining services)
- Medically Tailored/Supportive Meals
- Personal Care & Homemaker Services*
- Recuperative Care (Medical Respite)

Alliance members may be referred for these services by contacting:

Alliance Case Management Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4512**
Toll-Free: **1.877.251.9612**
People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Thank you for the high-quality care you continuously provide to your patients and our community.

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