

CONNECTING YOUR CLIENT TO PRIMARY CARE

Overview: Primary care is an essential component of providing Whole Person Care to high-need populations in Alameda County. Establishing a strong relationship with a Primary Care Provider (PCP) can assist your client in supporting their health, managing chronic conditions, developing comprehensive treatment plans, and being referred to specialty care, labs, and diagnostics as needed. Everyone benefits from proactive, preventative primary care.

Connect & Explore: Ask your client about their previous PCP relationships and tease out what barriers existed. Explore what their person and medical priorities are and find a PCP that best fits their needs. Communicate the value of primary care by linking it to their immediate needs, such as pain management, service animal approvals, disability verification, and referrals to additional services. Some clinics and PCPs may also offer dental care, and services to address mental health and/or substance use treatment needs.

Finding The Assigned PCP, or Selecting a New PCP:

If your client is already enrolled in a managed care plan, they will have an assigned Primary Care Provider (it may be an individual physician or clinic). You can locate the PCP's information on the insurance card, as illustrated below. If it is not a good fit, switch the PCP. If you are unsure which plan or provider your client is connected to, or want to switch: call the Managed Care Plan:

Alameda Alliance: (510) 747-4567

Anthem Blue Cross: 1 (800) 407-4627

HealthPAC: 1 (877) 879-9633

Where to go for medical assistance?

If your client needs....

Immediate medical care for severe wounds or life-threatening situations, such as:

- Heavy Bleeding
- Assault
- Heart attack
- Shortness of breath
- Suicidality
- Not breathing
- Not responsive

Emergency Room

Urgent, but non-life threatening medical situations, such as:

- Vomiting
- Fever
- Persistent diarrhea
- Cuts & scrapes

Urgent care can be a good place for a client to initiate contact with their PCP if they have corresponding facilities.

Urgent Care

Preventative, on-going care to treat illness, maintain wellness, or manage chronic conditions and pain.

Or
Access additional specialty services or documentation, such as:

- SUD treatment
- Mental health services
- Disability verification
- Service Animal approval

Primary Care Provider

SUPER CASE MANAGER TIP! After talking through the options with your client, **call the primary care provider/clinic that best suits their needs.** Many clinics will assist in reassigning the client's PCP and verifying their insurance.

Transportation: Non-medical transportation (NMT) for Medi-Cal managed care plans is carried out by LogistiCare, and does not require physician certification. It will cover transportation to and from medical visits and must be scheduled 5-7 days in advance.

Alameda Alliance LogistiCare: 866-791-4158

Anthem Blue Cross LogistiCare: 877-931-4755

Forms of transportation include East Bay Paratransit, taxis, Lyfts, or private vehicle mileage reimbursement.

Forms & Verification: Set clear expectations with your client that it may take more than one visit for the PCP to verify a disability form or to do the assessments needed to complete a form. Assist them by printing out any documents they need approved in advance and filling out as much information with them as possible before the visit.

This is a working document. If you have updates or feedback, please contact Alameda County Care Connect so we can keep our resources current.

accareconnect@acgov.org

