



**For Whole Person Care / Alameda County Care Connect Providers:
Important Information About the Whole Person Care Program and Your Services**

[Date]

Dear Provider:

The Whole Person Care Pilot Program, also known as AC Care Connect or AC3, will be ending on December 31, 2021. Beginning January 1, 2022, there may be some changes to some services you have been providing as part of AC Care Connect.

In Alameda County, most Whole Person Care services are not ending, but some are changing. As required by the Whole Person Care Program, we will be notifying all consumers who have been part of the program. You may get questions from your clients and so we want you to know about the changes that are happening.

What is changing?

Complex Care Management will become Enhanced Care Management (ECM), a new Managed Care benefit under CalAIM.

The programs affected may be known to you as Care Neighborhood, Care Connect, Health Homes, or AC3. The services are sometimes called complex care management or care coordination, or CBCME. Beginning January 1, 2022, Enhanced Care Management will be administered by Anthem Blue Cross and the Alameda Alliance for Health.

All Medi-Cal Managed Care members who are enrolled in complex care management through Whole Person Care as of December 31, 2021 will transition to this new benefit with no interruption in service. Your clients will likely not experience any major changes in services. In general, the same agencies are expected to continue providing these services.

For questions regarding care management services at Anthem Blue Cross, contact **Anthem Customer Care Center:**

Monday to Friday, 7 a.m. to 7 p.m.
Toll free at 800-407-4627 (TTY 711)

For questions regarding care coordination services at Alameda Alliance for Health, please 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

Some AC Care Connect services will become Community Supports, an optional Medi-Cal Managed Care service under CalAIM.

These services will be administered by Anthem Blue Cross and the Alameda Alliance for Health. Community Support Services will include:

- Housing Navigation
- Tenancy Sustaining Support
- Housing Deposits
- Medical Respite (Recuperative Care)
- Asthma remediation (note this is not an AC Care Connect service)

All Medi-Cal Managed Care members who are enrolled in these AC Care Connect services as of December 31, 2021 will transition to Community Supports with no interruption in service. In general, your clients will not experience any major changes to their services. The same agencies are expected to continue providing these services, however, there may be changes in the funding sources and reporting requirements, and therefore new contracts will be initiated effective January 1, 2022.

Some AC Care Connect services will not be part of Medi-Cal Managed Care but will continue after Whole Person Care / AC Care Connect ends on December 31, 2021.

Services that will continue with no change related to the ending of AC Care Connect include:

- Integrated Behavioral Health Care Services
 - Provided at many Community Health Centers and PATH programs
- Substance Use Disorder Treatment Access Points
 - SUD Diversion / Drug Court
 - Center Point Portals (Alameda County Substance Use Access and Referral Helpline, Criminal Justice Case Management Program)
 - Cherry Hill Sobering Center
- Street Outreach Teams
- Home Stretch Housing Assistance Fund

Services that will continue but may accept fewer new clients or have different funding sources include:

- Individual Legal Assistance
- Crisis Connect

A few AC Care Connect services will not continue to be funded after the end of Whole Person Care / AC Care Connect on December 31, 2021.

Services that will not continue or will need to find other sources of funding include:

- Independent Living Association

Finally, you may have interacted with other Care Connect resources, such as the Community Health Record / Social Health Information Exchange or the Care Connect Academy. Please see our website and FAQs for more information regarding future plans for these programs.

Questions?

If you have questions about the changes to the Whole Person Care Program, please visit our website: <https://accareconnect.org/wpc-transitions/>. You can also access the link by scanning the below QR code with your camera app on your smartphone:



- Call: 510-346-1096
- Email: ACCareConnect@acgov.org.

Thank you,
The AC Care Connect Team