



Alameda Alliance for Health

13951 Washington Ave.

San Leandro, CA 94578

Alliance Member Services Department

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**

www.alamedaalliance.org

**IMPORTANT INFORMATION ABOUT THE NEW CALAIM PROGRAM,
THE WHOLE PERSON CARE PROGRAM, AND YOUR MEDI-CAL SERVICES**

[Date]

Dear [Member Name]:

Thank you for choosing the Alameda Alliance for Health (Alliance) for your health care needs. We are your partner in health.

Starting on Saturday, January 1, 2022, Medi-Cal is launching a new program called California Advancing and Innovating Medi-Cal, or CalAIM, the goal of which is to make the type of care management and services provided in today's Whole Person Care Program available statewide, for all eligible Medi-Cal members.

To make this transition, the current Whole Person Care Program will be ending on Friday, December 31, 2021, and the new CalAIM program will begin. Some of the services you have been receiving will now be provided to you through CalAIM by the Alliance.

Starting Saturday, January 1, 2022:

1. [As applicable – Enhanced Care Management] You will receive care coordination services through the Alliance. This will be a new benefit known as Enhanced Care Management.
2. [As applicable – Community Supports] You will continue to receive [service] and the Alliance will coordinate the service.

These changes will not change your Medi-Cal eligibility and your Medi-Cal health plan will stay the same.

What will change on January 1, 2022:

1. Care Coordination Services will be provided by Enhanced Care Management [Keep or delete as applicable]

Since you received care coordination services through the Whole Person Care Program, you will continue to get similar services through the Alliance as a new statewide benefit called Enhanced Care Management. Getting Enhanced Care Management services will not change the Medi-Cal benefits you have now.

With Enhanced Care Management, you will continue to have a care coordinator who will talk to you and your doctors, mental health providers, specialists, pharmacists, case managers, social services providers and others to make sure everyone works together to get you the care you need.

Your care coordinator can also help you:

- Find doctors and get an appointment;
- Better understand your medications;
- Set up a ride to get to your doctor visits;
- Find and apply for other community based services based on your needs, like housing supports or medically nutritious food; and
- Get follow-up care after you leave the hospital.

Starting Saturday, January 1, 2022, your Enhanced Care Management Provider will be [insert provider information]. Someone will contact you with more information about your care coordination services. You do not need to do anything now. If you have questions about who has been assigned to coordinate your care please contact the Alliance using the details below.

2. Community Supports [Keep or delete as applicable]

You can continue to receive [insert service here], except that now it will be coordinated through the Alliance. Your [insert service] provider will be [insert details of Community Supports Provider]. You do not need to do anything now. If you have questions about these services or how to continue to get them, please contact the Alliance using the details below.

Questions? [Tailor as appropriate]

For questions about the information in this letter, opt out of services or change your provider or care coordinator, please call the Alliance. Tell them you have a question about changes to Whole Person Care services.

Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
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If you have questions about [insert services that may be remaining with the county outside of ECM and Community Supports], please call **510-346-1096**.

Thank you,
[LE Name and Plan Name]

Enclosed:

- Language Assistance Services
- Notice of Nondiscrimination
- Your Rights Under Managed Care