



PROVIDER BULLETIN

SEPTEMBER 2019

SECTIONS

[Executive Report](#)

[Provider News](#)

[Claims and Technology Forum](#)

[Cultural Crossroads](#)

[Care Management](#)

[Clinical Corner](#)

[New Providers](#)

MEETINGS

Alliance Board Meetings

Wednesday,
Sept. 25, 2019
3–5 p.m.

Wednesday,
Oct. 23, 2019
3–5 p.m.

Meetings are held via video conference at the Alliance offices unless otherwise stated.

Physicians Advisory Group (PAG) Meeting

Thursday,
Dec. 5, 2019
Noon–1:30 p.m.

Whole Child Model Clinical Advisory Committee meeting

Thursday,
Sept. 19, 2019
Noon–1 p.m.

ALLIANCE HOLIDAY CLOSURES

The Alliance offices will be closed on the following days:

Monday, Nov. 11, 2019
Thursday and Friday, Nov. 28 and 29, 2019

EXECUTIVE REPORT

Working Toward Shared Goals

I remain inspired and engaged by people working together toward a shared goal to create positive change in their communities, and it is why I am committed to the work I do. [Read more](#)



Stephanie Sonnenshine, Chief Executive Officer

PROVIDER NEWS



Screening for Adverse Childhood Experiences

A landmark 1997 study by the Centers for Disease Control and Prevention and Kaiser Permanente found that incidents of childhood trauma (abuse, neglect, violence) presented health risks for adults later in life. Primary care clinicians working with both pediatric and adult patients should integrate screening into their practices. [Read more](#)



Highlights of HEDIS 2019

We would like to recognize our providers for their outstanding contributions that touched multiple domains of care. In reflection of 2018's claim and medical record review, the HEDIS retrospective marked many notable improvements across the tri-county service area. [Read more](#)



Access to Care Standards

Periodically, providers may be contacted by the Alliance or a third-party vendor for the purpose of conducting appointment availability and after-hours access surveys. [Read more](#)

CLINICAL CORNER



Valley Fever on the Rise

In the last two years, cases of Valley fever have increased significantly in parts of the Alliance tri-county service area. In Monterey County alone, diagnoses of Valley fever increased from 24 in 2014 to 240 in 2018. [Read more](#)

IMPORTANT PHONE NUMBERS

Provider Services	(831) 430-5504
Claims	(831) 430-5503
Authorizations	(831) 430-5506
Status (non-pharmacy)	(831) 430-5511
Member Services	(831) 430-5505
Web and EDI	(831) 430-5510
Cultural & Linguistic Services	(831) 430-5580
Health Education Line	(831) 430-5580