Alliance Programs and Specialty Care Services

Health care you can count on.
SERVICE YOU CAN TRUST.

November 5, 2012
Who Does the Alliance Serve Today:

The Alliance provides comprehensive coverage to members through four plans:

- Medi-Cal ≈ 128,154 members
- Healthy Families ≈ 10,162 members
- Alliance Group Care ≈ 4,958 members
- Alliance CompleteCare ≈ 5,267 members

*Source: Alliance eligibility data for October 1, 2012.*
What Lies Ahead?

The Affordable Care Act (ACA) aka “Healthcare Reform”
- Duals Pilot Program – approximately 20,000 enrollees - 6/2013
- Medicaid expansion – approximately 39,000 enrollees - 1/2014
- Exchange - 2014

NCQA Accreditation – December 2013
- Complex Case Management (CCM)
- Disease Management (DM)
AAH Access Standards:

- Contractually Required Access Standards
  - At least two PCP’s within 10 miles or 30 minutes.
  - For specialists, 1 specialist within 15 miles or 30 minutes.
Department of Health Care Time & Distance Standards:

- **Provider to Member Ratios:**
  - Primary Care Physicians 1:2,000
  - Total Physicians 1:1,200
  - No specific Provider to Member ratio for Specialists

- **Mid-Level/PA/NP to Member Ratios:**
  - 1:1,000 additional caseloads per Mid-Level per office.
<table>
<thead>
<tr>
<th>Type of Care</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Immediate; 24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>• Prior Authorization - Within 96 hours of the request</td>
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<tr>
<td></td>
<td>• No Prior Authorization - Within 48 hours of the request</td>
</tr>
<tr>
<td>Routine (Non-Urgent) Primary Care</td>
<td>Within 10 business days of the request</td>
</tr>
<tr>
<td>Preventive Care</td>
<td>Within 10 business days, not to exceed 30 calendar days of the request</td>
</tr>
<tr>
<td>Prenatal Care</td>
<td>• Urgent Prenatal - Same day</td>
</tr>
<tr>
<td></td>
<td>• Initial Prenatal Visit - Within 2 weeks of the request</td>
</tr>
<tr>
<td>Specialist Care</td>
<td><strong>Within 15 business days of the request</strong></td>
</tr>
<tr>
<td>Ancillary service for diagnosis or treatment (Non-Urgent)</td>
<td>Within 15 business days of the request</td>
</tr>
<tr>
<td>Behavioral Health Care</td>
<td>• Non-urgent by non-physician provider - Within 10 business days</td>
</tr>
<tr>
<td></td>
<td>• Urgent - Within 48 hours of the request</td>
</tr>
<tr>
<td></td>
<td>• Emergency (non-life-threatening) - Within 6 hours</td>
</tr>
<tr>
<td></td>
<td>• Emergency (life-threatening) - Immediate; 24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Initial Health Assessment (IHA) and Individual Health Education Behavioral Assessments (IHEBA)</td>
<td>• Members under the age of 18 months - Within 60 days of member assignment or within periodicity timelines established by the American Academy of Pediatrics (AAP) for ages two and younger whichever is less</td>
</tr>
<tr>
<td></td>
<td>• Members age 18 months and older - Within 120 days of member assignment</td>
</tr>
<tr>
<td>Children’s Preventive Periodic Health Assessment</td>
<td>According to American Academy of Pediatrics Periodicity Schedule</td>
</tr>
<tr>
<td>Follow-up on Missed Appointments</td>
<td>Providers must follow-up with all members that do not show up for their scheduled appointment to schedule another appointment based on the type of care required (i.e. urgent, routine, preventative, prenatal, etc.).</td>
</tr>
</tbody>
</table>
Looking Ahead: Specialty Providers

- The wave of aging population will reshape the health care system forever. By 2030 key studies indicate:
  - The over 65 population will nearly triple.
  - More than 6:10 Patients will be managing more than one chronic condition.
  - More than 1:3 Patients – over 21 million – will be considered obese.
  - 1:4 Patients – 14 million – will be living with diabetes.
  - Nearly 1:2 Patients – more than 26 million – will be living with arthritis.
  - Eight times more knee replacements will be performed than today.
Who Does the Alliance Serve Today:

- Alameda Alliance for Health Members<21 years of age = 82,661
- Senior Persons with Disabilities = 20,353
- Women in Childbearing Age (15-45) = 30,000
- Approx. Births per year = 2,500

*Source: Alliance eligibility data for October 1, 2012.

<table>
<thead>
<tr>
<th>Group</th>
<th>Members</th>
</tr>
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<tbody>
<tr>
<td>ACC - Alliance Complete Care</td>
<td>5,267</td>
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<tr>
<td>HFP - Healthy Families</td>
<td>10,162</td>
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<tr>
<td>IHSS - In-Home Support Services</td>
<td>4,958</td>
</tr>
<tr>
<td>MCAL - Medi-Cal</td>
<td>128,154</td>
</tr>
<tr>
<td>MNF - Member Not Found</td>
<td>0</td>
</tr>
<tr>
<td>WELL - Well</td>
<td>0</td>
</tr>
<tr>
<td>Total: All</td>
<td>148,541</td>
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</tbody>
</table>
Top Ten Specialties By Dollars Spent:

Alameda Alliance Top 10 Specialties*
July 2011 to June 2012
All Lines of Business

- OB/GYN: 22.86%
- Nuclear Medicine: 15.96%
- Ophthalmology: 9.96%
- Cardiology: 8.68%
- Rheumatology: 8.60%
- Psychiatry: 8.54%
- Gastroenterology: 7.93%
- Nephrology: 6.39%
- Radiation Oncology: 5.58%
- Neurology: 5.50%

*Per claims paid to provider report
Ratio of Members to Providers:

*Based on assumption of 300,000 Members

Specialty

Red: Specialist to Member Ratio Greater Than 1:5000
Green: Specialist to Member Ratio Less Than 1:5000
(1:2000 for PCP)
Building Linkages to Specialty Care:

- Opportunities
- Challenges
- Shortages
- Role of County Supervisors
Alamedan Alliance’s Specialty Access Goals:

- Goal: Improving quality by organizing care around the patient with the primary care provider as the foundation of the system.
  - Measure and Improve Performance
  - Improved Coordination of Benefits
  - Extended Relationship with County Partners
  - Focused Attention to Quality via NCQA
  - Preserving our Mission
  - Plan and Manage Care
  - Provide Self-Care and Community Support