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MEMORANDUM

To: All Providers
From: Kathleen McCarthy, Provider Services Director
Date: July 31, 2014
Subject: Updated Provider Manual Available

Effective August 1, 2014, the Central California Alliance for Health (the Alliance) will begin operating under an updated version of our Provider Manual. The revised Provider Manual is available for review on the provider webpage at <http://www.ccah-alliance.org/Providers.html>. Click the link for “August 1, 2014 Provider Manual Update” under the “What’s New?” sidebar on the right side of the webpage.

The online version of the Provider Manual allows you quick electronic access to the forms and policies referenced within the Provider Manual. The August 1, 2014 Provider Manual includes updates in the following areas:

- Removal of Healthy Families line of business
- References to AIM now reflect new program name, Medi-Cal Access Program (formerly AIM to 6/30/14)
- Removal of Provider Operating Instructions (formerly Appendix 9). These instructions have been incorporated into policies, relevant sections in the Provider Manual, or in Appendix 10: Covered Benefits and Procedures that Differ from Medi-Cal Guidelines (page 172)

Please take some time to review the revised Provider Manual. If you have any questions or concerns, please contact your Provider Services Representative at (831) 430-5504 or (800) 700-3874, ext. 5504.