CENTRAL COAST
ALLIANCE
F O R   H E A L T H

1600 Green Hills Road, Suite 101 • Scotts Valley, CA 95066-4981 • (831) 430-5500
1000 S. Main St., Suite 313 • Salinas, CA 93901 • (831) 755-8220

RE: ON LINE MEMBER LIST

To access the on-line Member List, log into your Central Coast Alliance web services account.

1. From the home web page; www.ccah-alliance.org, next to the Provider Services icon, select "web services account".
2. Sign in using your personal username and password.
3. Select Member List. (this will bring you to the screen as shown in exhibit A)

EXHIBIT A: Member List search screen

1. Select the provider that the member is linked to by using the drop down menu as shown in figure 1.
2. There are several ways to search for members;
    a. Use the Name, ID# **and/or** Date of Birth fields to search for a specific member.
    b. Enter only the first few letters of the member's last name to narrow your search.
    c. View the entire list by leaving the search fields blank, and clicking on the "Search Medi-Cal" or "Search Commercial" buttons located in the search box or the tabs located at the top of the screen as shown in figure 3.
3. You can also search only those members that have been linked to your practice within the last 120 days. This is a great way to keep track of the newly assigned members requiring the 120-Day Initial Assessment.
4. You may always select the "Help" tab if you require additional information about any given page.

EXHIBIT B: Search Results screen

1. The member list will appear here.
    a. Providers can click on the following column headings to sort the list by that heading's information; Last Name, First Name, Plan, Member ID, DOB, Enroll Date or Months Linked. If the OHC (other health coverage) column indicates that the member has other primary health coverage, then you can roll your mouse over the "Y" and select it for detailed insurance information. (This information only reflects what the member has given to Medi-Cal)
2. To search within the results page, you can enter all or part of either the first name, last name, DOB, or the member ID number. The characters entered into the search field will be highlighted in red where ever they are found on the results page once you click on the find button. Remember the Help button at the top of the page for additional instructions on this page.

EXHIBIT C: 120 Initial Assessment

The California Department of Health Services (DHS) requires primary care providers to perform an individual behavioral risk assessment on all Medi-Cal managed care members within 120 days of enrollment and again at defined intervals. Staying Healthy is the mandated assessment tool.

By clicking the 120-Day Initial Assessment tab, you can see the list of members that have been linked to you within the last 120 days only, and require an initial assessment as described above.

The "Mos" column indicates the number of months the member has been linked to your practice.

For additional information please contact your Provider Services Representative.