



WelbeHealth Provider Alert

Date:	October 8, 2026
From:	WelbeHealth
To:	Health Plan Providers
Type:	Informational
Subject:	Changes to Care Coordination Meeting Process for Assisted Living & Board and Care Facilities
Business	PACE
State(s):	PACE - California

Dear ALF Partners,

We want to inform you of a recent change related to care coordination processes for WelbeHealth participants residing in Assisted Living Facilities and Board and Care settings.

Effective September 1, 2026, WelbeHealth's Community Health Workers (previously Social Work Assistants) will no longer coordinate recurring monthly Care Coordination Meetings.

Moving forward, participant care coordination will primarily occur directly between the participant's Registered Nurse Case Manager (RNCM), Primary Care Provider (PCP), and facility staff during routine participant visits, clinical follow-up, and ongoing communication as needed.

Formal care coordination meetings will continue to occur at minimum semiannually, with additional meetings scheduled as needed based on participant needs, facility concerns, or care coordination requests. If a WelbeHealth clinical team determines that more frequent meetings are needed, they will communicate directly with your facility regarding scheduling and coordination.

There is no change to our commitment to collaborative communication and participant-centered care. This change is intended to support clearer clinical coordination processes and role alignment within our teams.

We appreciate your continued partnership in supporting our participants. If you have questions regarding this transition, please reach out to your RN Case Manager directly.

Thank you for your collaboration and continued support.