



Important Reminder: Authorization Submission

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are sharing important reminders as they relate to requests for authorizations.

On **Monday, January 1, 2024**, you may have noticed an increase in Alliance membership due to several transitions that occurred:

- Medi-Cal Adult Expansion – Medi-Cal members who were previously not eligible for full-scope Medi-Cal became eligible. Over 6,000 Medi-Cal Adult Expansion members transitioned to the Alliance.
- Anthem Medi-Cal Transition – Anthem is no longer a Medi-Cal plan option in Alameda County. Over 70,000 members transitioned to the Alliance from Anthem.
- Long-Term Care (Phase II) – Medi-Cal members in Intermediate Care and Subacute Facilities transitioned to Managed Care Plans. Approximately 200 members transitioned to the Alliance.
- Other general changes in eligibility that did not include transitions and allowed Medi-Cal members to choose the Alliance on Monday, January 1, 2024.

As a result, we want to share general reminders to check eligibility and submit authorization requests to the appropriate entity (Alliance or delegated group) determined by the member’s PCP assignment.

Service Type	Health Plan/Medical Group	Authorization Department
Medical Services	Alameda Alliance for Health (Alliance)	Phone: 1.510.747.4540 Fax: 1.877.747.4507 Main Number: 1.510.747.4500 Submit electronically via Provider Portal at www.alamedaalliance.org
	Children First Medical Group (CFMG)	Phone: 1.510.428.3489 Fax: 1.510.450.5868 Main Number: 1.510.428.3154
	Community Health Center Network (CHCN)	Phone: 1.510.297.0220 Fax: 1.510.297.0222 Main Number: 1.510.297.0200
Applied Behavior Analysis	Alameda Alliance for Health (Alliance)	Phone: 1.510.747.4510 Main Number: 1.510.747.4500 Submit electronically via Provider Portal at www.alamedaalliance.org

Eligibility can be checked by using any of the following methods:

- Alliance Provider Portal (the best way) - Visit the Alliance website at www.alamedaalliance.org, then click Provider Portal in the top right corner.
- Alliance automated eligibility verification – Please call **1.510.747.4505**.
- Alliance Provider Relations – Please call **1.510.747.4510** and select the eligibility prompt.

We appreciate and thank you for the high-quality care you give your patients and your continued partnership in making a difference in our community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org