



**Did you  
know?**

## **THE ALLIANCE HAS A DEDICATED PROVIDER CALL CENTER.**

The Alliance Provider Call Center is available to assist with any questions or inquiries you may have.

- We received more than 47,000 calls since January 2023.
- We received callback requests for over 1,400 calls. The callback feature allows providers to hold their place in line and receive a return call when it's their turn to speak with a Provider Relations representative. It also alleviates the need to leave a voicemail and wait for a return call.
- The average hold time is 4 minutes.
- We recently expanded our in-house services, and since April 1, 2023, we received over 500 behavioral health calls.

**We are here to help!** If you have any questions, please call us!



**Questions?** Please call the Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm | Phone Number: **1.510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**

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