## 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.

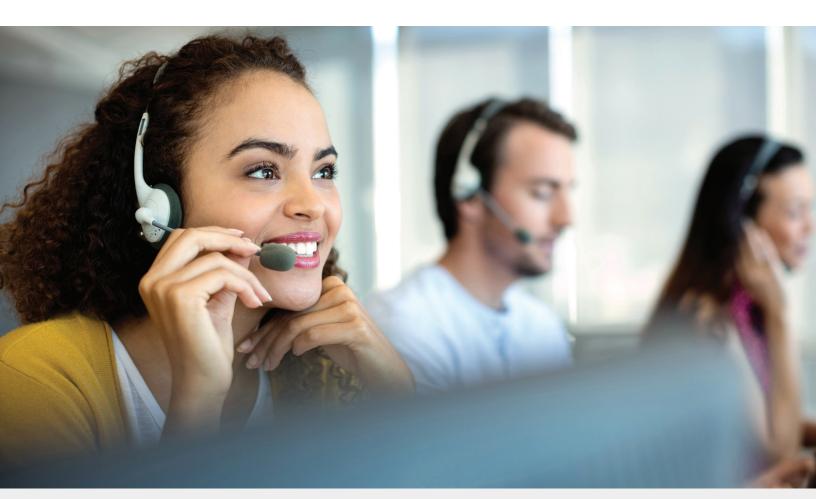
• We received more than 47,000 calls since January 2023.

**Did you** 

know?

- 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

