



**Did you  
know?**

## **STARTING ON SATURDAY, APRIL 1, 2023, THE ALLIANCE INSOURCED THE ADMINISTRATION OF BEHAVIORAL HEALTH SERVICES.**

You speak, and we listen. We conducted listening sessions with many providers and community partners who all noted that having a direct relationship for behavioral health with the plan would help integration, communication, and continuum of services across all provider types.

Since Saturday, April 1, 2023, and as of Saturday, July 1, 2023, the Alliance has:

- Contracted and credentialed over **1,000** rendering providers to provide behavioral health (BH) and applied behavioral analysis (ABA) services.
- Approved over **650** requests for authorization for ABA services.
- Implemented the No Wrong Door (NWD) policies which allow Medi-Cal members to be seen by county and outpatient care at the same time if services are not duplicated.
- Conducted town hall training and one-to-one training with providers.
- Answered over **500** calls from providers related to BH services.



**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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