

Key Contact Information for Alliance Members and Non-Members



Alameda Alliance for Health

Main Office

1240 South Loop Rd., Alameda, CA 94502

www.alamedaalliance.org

Member Services Department

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments
(CRS/TTY): **711/1.800.735.2929**

Advice Nurse Line

Medi-Cal Members: **1.888.433.1876**

Group Care Members: **1.855.383.7873**

Behavioral Health Services

Toll-Free: **1.855.856.0577**

Case and Disease Management Department

Phone Number: **1.510.747.4512**

Toll-Free: **1.877.251.9612**

Confidential Compliance Hotline

To report fraud, waste, and abuse, please call:

Toll-Free: **1.844.587.0810**

Grievance and Appeals Department

To file a grievance, please call the **Alliance Member Services Department**. Members can also file a grievance online at www.alamedaalliance.org.

Teledoc

Toll-Free: **1.800.TELADOC (1.800.835.2362)**

Transportation Services

Toll-Free: **1.866.791.4158**

Alameda County Behavioral Health Care Services*

Toll-Free: **1.800.491.9099**

People with hearing and speaking impairments
(CRS/TTY): **1.510.957.5465**

People with hearing and speaking impairments
video phone (CRS/TTY): **1.510.984.1654**

Alameda County Crisis Support Services*

Toll-Free: **1.800.309.2131**

Alameda County Social Services*

Toll-Free: **1.800.698.1118**

East County

Eastmont Self Sufficiency Center
6955 Foothill Blvd., Suite 100, Oakland, CA 94605
Phone Number: **1.510.383.5300**

Fremont Office

39155 Liberty St., Suite C330, Fremont, CA 94538
Phone Number: **1.510.795.2428**

Livermore Office

3311 Pacific Ave., Livermore, CA 94550
Phone Number: **1.925.455.0747**

Medi-Cal Center

Enterprise Self Sufficiency Center
8477 Enterprise Way, Oakland, CA 94621
Phone Number: **1.510.777.2300**

North County

North Oakland Self Sufficiency Center
2000 San Pablo Ave., Oakland, CA 94612
Phone Number: **1.510.891.0700**

South County

Eden Area Multi-Service Center
24100 Amador St., Suite 130, Hayward, CA 94544
Phone Number: **1.510.670.6000**

California Children Services (CCS)*

1000 Broadway, Suite 500, Oakland, CA 94607
Phone Number: **1.510.208.5970**

Community Health Center Network (CHCN)

101 Callan Ave. 3rd Floor, San Leandro, CA 94577
Phone Number: **1.510.297.0200**
www.chcnetwork.org

*Key contact information can also be used by non-Alliance members.

Key Contact Information for Alliance Members and Non-Members

Covered California* (Health Insurance)

English: **1.800.300.1506**
Cantonese: **1.800.339.8938**
Filipino: **1.800.983.8816**
Mandarin: **1.800.300.1533**
Spanish: **1.800.300.0213**
Vietnamese: **1.800.652.9528**
People with hearing and speaking impairments
(TTY): **1.888.889.4500**

Children First Medical Group (CFMG)

P.O. Box 99680, Emeryville, CA 94662
Phone Number: **1.510.428.3154**
www.childrenfirstmedicalgroup.org

Denti-Cal (Dental Care)

Alliance Medi-Cal Member
Toll-Free: **1.800.322.6384**
People with hearing and speaking impairments
(TTY): **1.800.735.2922**

Department of Health Care Services (DHCS)

Medi-Cal Office of the Ombudsman
Toll-Free: **1.888.452.8609**

Health Insurance Counseling & Advocacy Program (HICAP) for Alameda County*

333 Hegenberger Rd., Suite 850, Oakland, CA 94621
Phone Number: **1.510.839.0393**

Kaiser Permanente

Member Services Department
Toll-Free: **1.800.464.4000**

March Vision Care (Eye Care and Optometry)

Alliance Medi-Cal Member
Toll-Free: **1.844.336.2724**

Medi-Cal Managed Care Health Care Options (HCO)*

If you would like to learn more about eligibility, enrollment, disenrollment, and changing health plans, please call the **Alliance Member Services Department** or call:

English: **1.800.430.4263**
Cantonese: **1.800.430.6006**
Mandarin: **1.800.576.6885**
Spanish: **1.800.430.3003**
Tagalog: **1.800.576.6890**
Vietnamese: **1.800.430.8008**
People with hearing and speaking impairments
(TTY): **1.800.430.7077**
www.healthcareoptions.dhcs.ca.gov

Medi-Cal Rx

Toll-Free: **1.800.977.2273**

Medicare* (Federal Health Insurance Program)

Toll-Free: **1.800.633.4227**

Multipurpose Senior Services Program (MSSP)*

Fremont: **1.510.574.2050**
Oakland: **1.510.238.3762**

National Suicide Hotline*

Toll-Free: **988**

Public Authority for In-Home Supportive Services (IHSS)

6955 Foothill Blvd., Suite 300, Oakland, CA 94605
Phone Number: **1.510.577.3552**

Social Security Administration (SSA)*

Toll-Free: **1.800.772.1213**
People with hearing and speaking impairments
(TTY): **1.800.325.0778**

Women, Infants and Children (WIC)*

Toll-Free: **1.888.942.9675**

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