

# ALAMEDA ALLIANCE FOR HEALTH

## IMPORTANT CONTACTS FOR PROVIDERS

RESOURCE	CONTACT INFORMATION
<b>ALAMEDA ALLIANCE FOR HEALTH (ALLIANCE)</b>	
Alliance Main Number	Phone Number: <b>1.510.747.4500</b>
Provider Services Department Monday – Friday, 7:30 am – 5 pm	Phone Number: <b>1.510.747.4510</b> Email: <b>providerservices@alamedaalliance.org</b>
Case and Disease Management (CMDM)	Phone Number: <b>1.877.251.9612</b> Fax: <b>1.510.747.4130</b>
Claims – Online Status	<b>www.alamedaalliance.org/providers</b>
Eligibility	Automated Eligibility Line: <b>1.510.747.4505</b> <b>www.alamedaalliance.org/providers</b>
Grievance and Appeals	Phone Number: <b>1.510.747.4567</b> Members must follow the prompts to select their language and file a complaint.
Health Education Programs	Phone Number: <b>1.510.747.4577</b>
Long-Term Care (LTC) Department	Telephone: <b>1.510.747.4516</b> Fax: <b>1.510.747.4191</b> Email: <b>LTCHCS@Alamedaalliance.org</b>
Member Services Department Monday – Friday, 8 am – 5 pm	Phone Number: <b>1.510.747.4567</b> Toll-Free: <b>1.877.932.2738</b> People with hearing and speaking impairments (CRS/TTY): <b>711/1.800.735.2929</b>
Utilization Management (UM) Department	Phone Number: <b>1.510.747.4540</b> Disputes Fax: <b>1.855.891.7174</b> Routine/Urgent Requests Fax: <b>1.855.891.7174</b>
<b>ADVICE NURSE LINE</b>	
Alliance Group Care Members	Toll-Free: <b>1.855.383.7873</b>
Alliance Medi-Cal Members	Toll-Free: <b>1.888.433.1876</b>
<b>BEHAVIORAL HEALTH SERVICES</b>	
988 Suicide and Crisis Lifeline	Toll-Free Hotline: <b>988</b>
Alameda County Crisis Referrals – Crisis Support Services of Alameda County (Alliance Medi-Cal Members)	Toll-Free: <b>1.800.273.8255</b>
Alameda County Behavioral Health (ACCESS) (Alliance Medi-Cal Members)	Toll-Free: <b>1.800.491.9099</b>
Alliance Case and Disease Management (CMDM) Department (Alliance Medi-Cal and Group Care Members)	Providers may call to refer members: Phone Number: <b>1.510.747.4512</b> Toll-Free: <b>1.877.251.9612</b>
Alliance Member Services Department (Alliance Medi-Cal and Group Care Members)	Phone Number: <b>1.510.747.4567</b>
<b>LABORATORY SERVICES</b>	
Quest Diagnostics Laboratory (Alliance Medi-Cal and Group Care Members)	Toll-Free: <b>1.800.288.8008</b>

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<b>DENTAL SERVICES</b>	
Alameda County Department of Adult and Aging Services In-Home Supportive Services (IHSS) Public Authority (Alliance Group Care Members)	Phone Number: <b>1.510.577.3552</b>
Denti-Cal (Alliance Medi-Cal Members)	Toll-Free: <b>1.800.322.6384</b>
<b>NON-EMERGENT MEDICAL TRANSPORTATION (NEMT)</b>	
ModivCare (Alliance Medi-Cal and Group Care Members)	Toll-Free: <b>1.855.891.7171</b> Fax: <b>1.877.457.3352</b>
<b>MEDICAL GROUPS CONTRACTED WITH THE ALLIANCE</b>	
Children First Medical Group (CFMG) (Alliance Medi-Cal Members)	Authorization Phone Number: <b>1.510.428.3489</b> Provider Relations/Claims Phone Number: <b>1.510.428.3154</b>
Community Health Center Network (CHCN) (Alliance Medi-Cal and Group Care Members)	Phone Number: <b>1.510.297.0200</b>
<b>INTERPRETER SERVICES</b>	
CyraCom (24/7) (Alliance Medi-Cal and Group Care Members)	Phone Number: <b>1.510.809.3986</b> Pin Numbers: <ul style="list-style-type: none"> <li>• Alliance Providers – <b>1004</b></li> <li>• CFMG – <b>1002</b></li> <li>• CHCN – <b>1001</b></li> </ul>
Prescheduled Interpreter Requests (Alliance Medi-Cal and Group Care Members)	Fax: <b>1.855.891.9167</b>
<b>PHARMACY SERVICES</b>	
Magellan at the Medi-Cal Rx Call Center (Alliance Medi-Cal Members)	Toll-Free: <b>1.800.977.2273</b>
PerformSpecialty Pharmacy (Alliance Group Care Members)	Toll-Free: <b>1.855.287.7888</b> Fax: <b>1.407.734.4802</b>
PerformRX (Alliance Group Care Members)	Toll-Free: <b>1.855.508.1713</b> Fax: <b>1.855.811.9329</b>
<b>VISION SERVICES</b>	
EyeMed (Alliance Group Care Members)	Toll-Free: <b>1.866.723.0514</b>
March Vision Care (Alliance Medi-Cal Members)	Toll-Free: <b>1.844.336.2724</b>
<b>TELEHEALTH SERVICES</b>	
Teladoc (Alliance Medi-Cal and Group Care Members)	Members can download the Teladoc app for their mobile phone or call Teladoc: Toll-Free: <b>1.800.TELADOC (1.800.835.2362)</b>

For questions, please contact:  
Alliance Provider Services Department  
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