ALAMEDA Alliance FOR HEALTH

Important Reminder: Claim Submissions by Payor

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are sharing important reminders as they relate to claims and billing processes.

On **Monday, January 1, 2024**, you may have noticed an increase in Alliance membership due to several transitions that occurred:

- Medi-Cal Adult Expansion – Medi-Cal members who were previously not eligible for full-scope Medi-Cal became eligible. Over 21,000 Medi-Cal Adult Expansion members transitioned to the Alliance.
- Anthem Medi-Cal Transition – Anthem is no longer a Medi-Cal plan option in Alameda County. Over 79,000 members transitioned to the Alliance from Anthem.
- Long-Term Care (Phase II) – Medi-Cal members in Intermediate Care and Subacute Facilities transitioned to Managed Care Plans. Approximately 200 members transitioned to the Alliance.
- Other general eligibility changes that did not involve transitions and allowed Medi-Cal members to choose the Alliance on Monday, January 1, 2024.

As a result of the changes, we want to share a general reminder to check eligibility and the effective dates of coverage. Providers must split bill services that overlap between different payors based on the dates of service, also known as straddle claims.

For example:

A member who became eligible for the Alliance on Monday, January 1, 2024, and had a facility claim with dates of service from Friday, December 22, 2023, through Friday, January 5, 2024, would be split billed:

- First claim: Submit to the payor responsible for services before Monday, January 1, 2024, for dates of service Friday, December 22, 2023, through Sunday, December 31, 2023, and
- Second claim: Submit to the Alliance for dates of service Monday, January 1, 2024, through Friday, January 5, 2024.

Claims not submitted correctly may result in delayed payment and/or claim denials.

Eligibility can be checked by using any of the following methods:

- Alliance Provider Portal (the best way) - Visit the Alliance website at **www.alamedaalliance.org,** then click Provider Portal in the top right corner.
- Alliance automated eligibility verification – Please call **1.510.747.4505**.
- Alliance Provider Relations – Please call **1.510.747.4510** and select the eligibility prompt.

We appreciate and thank you for the high-quality care you give your patients and your continued partnership in making a difference in our community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org