ALAMEDA Alliance FOR HEALTH

Almost Here!
New and Improved Alliance Website and Provider Portal Features

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important announcement we would like to share with you.

Beginning Monday, March 2, 2020, the Alliance website and online provider portal will have a new look and added features.

The new online Provider Portal features include:
- Access to review and submit authorizations
- Access to review claim status and to submit Provider Dispute Resolution (PDR) requests
- Access to work with the Alliance Case Management Department and receive Member Care Plans
- Access to request and receive Gap-in-Care Reports (IP and ED census, rosters, and HEDIS)
- The ability for all users to report Potential Quality Issues (PQI)

We have also made enhancements to the following features:
- Authorizations Review
- Claims Review
- Custom notifications
- Member Eligibility Review
- Provider Directory Search

How to access the new and improved features:
- Login to your Alliance Provider Portal account using your existing login and password.
- If you do not have a login and password, please create a new Alliance Provider Portal account at **www.alamedaalliance.org**.

Please Note: Alliance Provider Portal accounts that have not been used for **30 days** will automatically become deactivated. To reactive your account, please call the Alliance Provider Services Department at **1.510.747.4510**.

Training materials will be delivered in the quarterly provider packets beginning in April 2020, and be available on our website. You may also contact your Provider Representative to receive training.

As always, thank you for the quality care that you continue to provide to your patients and our community. Together, we are creating a healthier community for all.

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