



Contact Information for Non-Contracting Hospitals Post Stabilization Care or Transfer Request

Alameda Alliance for Health (Alliance) values our loyal provider partner community. We are committed to continuously improve our provider customer satisfaction.

This notification is to share with you the contact information for non-contracting hospitals post stabilization care or transfer request.

During Business Hours: A non-contracting hospital can call the Alliance Authorization Unit when the hospital determines that a member is stable for transfer or to obtain authorization for post stabilization care. The non-contracting hospital only needs to make one call to the Alliance to request prior authorization for post-stabilization care. If the Alliance does not respond to the request within 30 minutes, the post-stabilization care shall be deemed as approved. The Authorization Unit Coordinator will confirm the member's eligibility and forward the information to an Alliance Utilization Management (UM) Nurse. The Alliance UM nurse will perform a telephonic review of the member's current medical conditions and coordinate any necessary post stabilization care. To contact the Alliance Authorization Unit, please call:

Alliance Authorization Unit
Phone Number: **510.747.4540**
Toll-Free: **1.877.897.4388**

After Business Hours, Weekends, and Holidays: A non-contracting hospital can call the Alliance On-Call Nurse when the hospital determines that a member is stable for transfer or to obtain authorization for post stabilization care. The non-contracting hospital only needs to make one call to the Alliance to request prior authorization for post-stabilization care. If the Alliance does not respond to the request within 30 minutes, the post-stabilization care shall be deemed as approved. The first day of post-stabilization will be authorized if the member is eligible with the Alliance on the date of service. The Alliance will follow-up with the non-contracting hospital on the next business day with the authorization number. To contact the Alliance On-Call Nurse, please call:

Alliance On-Call Nurse
Phone Number: **510.326.527**

Questions? Please call the Alliance Authorization Unit
Monday – Friday, 8 am – 5 pm
Phone Number: **510.897.4388** | Toll-Free: **1.877.897.4388**
Fax: **1.855.313.6306**
www.alamedaalliance.org

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