



Retrospective Authorization Process

Effective Monday, March 11, 2019

Retrospective/ Post Service Process

Retrospective (post-service) review is the process in which utilization review is used to determine medical necessity or coverage under the health plan benefit. This review is conducted after health care services or supplies have been provided to a member.

Alameda Alliance for Health (Alliance) does not require prior authorization for emergent or urgent services. To obtain prior authorization for non-emergent or non-urgent services, the Alliance offers 24/7 access to submit Utilization Management (UM) requests. To contact the Alliance UM Department, please call **1.510.747.4540**, to submit a request via E-Fax line please dial **1.855.891.7174**.

The Alliance maintains and publishes a list of services that require prior authorization. The list is available on the Alliance website at **www.alamedaalliance.org/providers/medical-management**.

Requests are reviewed based on Alliance policies and established practices for medical necessity. The Alliance does not accept non-emergent or non-urgent services that require prior authorization after the date of service.

The following retrospective request exceptions will be considered:

- Requests due to member eligibility issues
- Provision of inpatient services where the facility is unable to confirm enrollment with the Alliance
- Post stabilization

Post-service requests submitted within 30 calendar days of the date of service, and when a claim is not on file, will be reviewed by the Alliance UM Department. Turnaround times for review will follow state regulatory guidelines.

Post-service requests submitted after 30 calendar days from the date of service should be submitted with your claim and will be processed via the Retro Claims Submission Review process. Requests for services that do not meet the criteria above are subject to denial as no authorization has been obtained. Please send claim, medical records and any supporting clinic documentation for retrospective review to:

Attn: Retrospective Review Unit
Alameda Alliance for Health
P.O. Box 2460
Alameda, CA 94502

Please Note: Retrospective/post-service requests are not urgent and will not be processed as such.

Questions? Call the Alliance Provider Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org