



DID YOU KNOW? > **WE ARE HERE FOR YOU**

*Your Satisfaction is Our Priority*

*Did You Know the Alliance Continues to Beat the Benchmarks in Claims Payment?*

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We remain committed to continuously improving our provider satisfaction.

We are here for you, and we continue to strive to provide the highest levels of customer service to our provider partners. Every year the Alliance conducts a provider satisfaction survey to help us learn how we can serve you better. We use these results to continue to learn about what is working and what we need to improve. You continue to speak, and we continue to listen.

**Did you know:** The Alliance continues to beat the benchmarks in claims payment?

State regulators require the Alliance to pay **90%** of clean claims within **30 calendar days**. The Alliance **12-month average** for paying clean claims is **95.75%** within **30-days**. State regulators also require the Alliance to process **95%** of all claims within **45 working days**. The Alliance 12-month average for processing claims is 99.9% within 45 working days.

The Alliance average turn-around-time (TAT) from receipt to payment is 19 days – and to still get paid even faster, you can sign-up for our Electronic Funds Transfer (EFT) service by visiting

**[www.alamedaalliance.org/providers/provider-forms](http://www.alamedaalliance.org/providers/provider-forms)**.

**The Alliance, your local #1 health plan, continues to beat the benchmarks in all areas of provider satisfaction:**

1. Call Center Staff
2. Network Coordination of Care
3. Overall Satisfaction, Compared to Other Health Plans
4. Pharmacy
5. Provider Relations
6. Reimbursement and Claims
7. Utilization and Quality Management.

We strive to continue to get better. We want you to know what we have learned and improved. Over the next several weeks, we will share key takeaway *Did You Know* facts with you, and we hope that you will continue to help make us stronger, together.