



Important Update: For Faster Processing, Please Submit Provider Dispute Resolutions Electronically Starting on Monday, March 30, 2020

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community. The health and safety of our community is an on-going concern and priority as we continue to address the operational impact of Coronavirus Disease 2019 (COVID-19). We are sharing this notice with you to inform you about the additional changes we are implementing to help further support local and statewide “shelter in place” orders.

Effective Monday, March 30, 2020, we are strongly advising providers to begin submitting Provider Dispute Resolution (PDR) forms electronically through the Alliance Provider Portal or secured email. As many of our operations are being transitioned to be performed remotely, we will be able to process electronic PDR forms quicker than mailed paper PDR forms.

The Alliance will be able to accept PDRs electronically in two ways:

1. The Alliance Provider Portal; OR
2. Through a secured email:
 - Providers can access the Portal and PDR form at:
www.alamedaalliance.org/providers/provider-forms/
 - The completed form must be attached to a secure email, and sent to:
distgrpdeptCompliancePDR@alamedaalliance.org

Please Note:

- All required fields, as indicated on the form, must be completed.
- If you do not have the capacity to send a secure email then the Provider Portal is the only other option to submit PDRs electronically, at this time.
- Only one PDR at a time can be submitted through the Portal.
- If you have more than one like dispute to submit, it will need to be submitted by secure email only, unless you choose to submit each dispute individually through the Portal.
- If you are attaching supporting documents, such as medical records, the Portal file size limit is 11 MB.
- If your supporting documentation exceeds the 11 MB file size limit, your PDR will need to be submitted by secure email.

Thank you for your continued partnership and for providing high quality care to our members and community. Together, we are creating a safer and healthier community for all.

Questions? Please call the Alliance Provider Services Department
or you can contact your Provider Representative directly

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

www.alamedaalliance.org