




Important Contacts for Providers

Alameda Alliance For Health (Alliance) Health Care Coverage Programs		
Line of Business	Details	Logo
Alliance Group Care	Provides coverage for health care benefits and services to In-Home Supportive Services (IHSS) workers in Alameda County.	
Alliance Medi-Cal	Provides coverage for health care benefits and services to Medi-Cal members in Alameda County.	
Alameda Alliance Wellness	Provides coverage for health care benefits and services to members who have both Medicare and Medi-Cal and are enrolled in a D-SNP.	

Resource	Contact Information
Alliance	
Alliance Main Number	Phone Number: 1.510.747.4500
Provider Services Department	Monday – Friday, 7:30 am – 5 pm Phone Number: 1.510.747.4510 Email: providerservices@alamedaalliance.org
Case and Disease Management (CMDM)	Phone Number: 1.877.251.9612 Fax: 1.510.747.4130
Claims – Online Status	www.alamedaalliance.org/providers
Credentialing Department	Phone Number: 1.510.747.4522 Email: deptcredentialing@alamedaalliance.org
Eligibility	Automated Eligibility Line: 1.510.747.4505 www.alamedaalliance.org/providers
Grievance and Appeals (Alliance Group Care and Medi-Cal members)	Phone Number: 1.510.747.4567 Members may follow the prompts to select their language and file a complaint.
Grievance and Appeals (Alameda Alliance Wellness members)	Phone Number: 1.510.747.4508 Toll-Free: 1.888.88A.DSNP (1.888.882.3767) Members may follow the prompts to select their language and file a complaint.
Health Education Programs	Phone Number: 1.510.747.4577
Long-Term Care (LTC) Department	Telephone: 1.510.747.4516 Fax: 1.510.747.4191 Email: LTCHCS@Alamedaalliance.org
Member Services Department (Alliance Group Care and Medi-Cal members)	Monday – Friday, 8 am – 5 pm Phone Number: 1.510.747.4567 Toll-Free: 1.877.932.2738 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929

Resource	Contact Information
Alliance (cont.)	
Alameda Alliance Wellness Member Services Department (Alameda Alliance Wellness members)	Seven (7) days a week, 8 am – 8 pm Phone Number: 1.510.747.4508 Toll-Free: 1.888.882.3767 (1.888.88A.DSNP) If you cannot hear or speak well, use TTY or call 1.800.735.2929
Alameda Alliance Wellness Sales Department	Toll-Free: 1.877.972.5373 (1.877.WSales3)
Utilization Management (UM) Department	Phone Number: 1.510.747.4540 Disputes Fax: 1.855.891.7174 Routine/Urgent Requests Fax: 1.855.891.7174
Advice Nurse Line	
Alliance Group Care members	Toll-Free: 1.855.383.7873
Alliance Medi-Cal and Alameda Alliance Wellness members	Toll-Free: 1.888.433.1876
Behavioral Health Services	
988 Suicide and Crisis Lifeline	Toll-Free Hotline: 988
Alameda County Crisis Referrals – Crisis Support Services of Alameda County (Alliance Medi-Cal members)	Toll-Free: 1.800.273.8255
Alameda County Behavioral Health (ACCESS) (Alliance Medi-Cal members)	Toll-Free: 1.800.491.9099
Alliance CMDM Department (Alliance Group Care and Medi-Cal members)	Providers may call to refer members: Phone Number: 1.510.747.4512 Toll-Free: 1.877.251.9612
Alliance Member Services Department (Alliance Group Care and Medi-Cal members)	Phone Number: 1.510.747.4567
Laboratory Services	
Quest Diagnostics Laboratory (Alliance Group Care and Medi-Cal members)	Toll-Free: 1.800.288.8008
Dental Services	
Alameda County Department of Adult and Aging Services In-Home Supportive Services (IHSS) Public Authority (Alliance Group Care members)	Phone Number: 1.510.577.3552
Denti-Cal (Alliance Medi-Cal members)	Toll-Free: 1.800.322.6384
Liberty Dental Plan (Alameda Alliance Wellness members)	Toll-Free: 1.888.704.9838 Dental providers may call LIBERTY Provider Relations Toll-Free: 1.888.273.2997
Hearing Services	
Nations Hearing Supplemental Services (Alameda Alliance Wellness members)	Toll-Free: 1.877.408.7542

Resource	Contact Information
Non-Emergent Medical Transportation (NEMT)	
ModivCare	Toll-Free: 1.855.891.7171 Fax: 1.877.457.3352
Medical Groups Contracted With The Alliance	
Children First Medical Group (CFMG) (Alliance Medi-Cal members)	Authorization Phone Number: 1.510.428.3489 Provider Relations/Claims Phone Number: 1.510.428.3154
Community Health Center Network (CHCN) (Alliance Group Care and Medi-Cal members)	Phone Number: 1.510.297.0200
Interpreter Services	
CyraCom (24/7)	Phone Number: 1.510.809.3986 Pin Numbers: <ul style="list-style-type: none"> • Alliance Providers – 1004 • CFMG – 1002 • CHCN – 1001
Prescheduled Interpreter Requests	Fax: 1.855.891.9167
Pharmacy Services	
Magellan at the Medi-Cal Rx Call Center (Alliance Medi-Cal members)	Toll-Free: 1.800.977.2273
PerformSpecialty Pharmacy (Alliance Group Care and Alameda Alliance Wellness members)	Toll-Free: 1.855.287.7888 Fax: 1.407.734.4802
PerformRX (Alliance Group Care and Alameda Alliance Wellness members)	Toll-Free: 1.855.508.1713 Fax: 1.855.811.9329
Vision Services	
EyeMed (Alliance Group Care members)	Toll-Free: 1.866.723.0514
Vision Service Plan Alliance (Medi-Cal members)	Toll-Free: 1.800.877.7195
Vision Service Plan (Alameda Alliance Wellness members)	Toll-Free: 1.855.492.9028
Telehealth Services	
Teladoc	Members can download the Teladoc app for their mobile phone or call Teladoc: Toll-Free: 1.800.TELADOC (1.800.835.2362)

For questions, please contact:
Alliance Provider Services Department
Monday - Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
Email: **providerservices@alamedaalliance.org**