



## Great News! The Alliance is Extending Our Retro Authorization Timeframe

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important update we would like to share with you. Provider satisfaction is our priority. Many of you gave us important feedback about our retro authorization policy. **You speak, and we listen.**

**Effective Wednesday, March 1, 2023, our retro review process timeframe for when a provider can submit a request - will be extended from 30 days to 90 days post the date of service for non-emergent or non-urgent services.**

There are two (2) exceptions a retrospective request may be considered beyond 90 days from the date of service:

- Member eligibility – Incorrect eligibility was provided or unable to validate eligibility at the time of service.
- Inpatient services – The facility was unable to confirm enrollment with the Alliance.

Please note documentation is required.

### What does this mean for providers?

Starting on **Wednesday, March 1, 2023**, providers can request retro authorization for services rendered 90 days after the date of service - if they missed requesting authorization before services were rendered. The request will be reviewed in the same manner as if requested before services are rendered. Please include all applicable supporting documentation and medical records with the request to allow evaluation of medical necessity and benefit coverage.

### How can providers submit a retro request?

For **outpatient services**, please use the standard Alliance Prior Authorization (PA) Request Form and mark it as a retro request with supporting documentation. You can submit electronically through the Alliance Provider Portal or fax a completed form to the **Alliance Utilization Management (UM) Department** at **1.855.891.7174**. The form is available on our website at **[www.alamedaalliance.org/providers/authorizations/authorization-management](http://www.alamedaalliance.org/providers/authorizations/authorization-management)**.

For **inpatient services**, please fax the hospital face sheet along with supporting documentation to **Alliance Inpatient UM Department** at **1.855.891.7409**.

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

**Questions?** Please call the Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm  
Phone Number: **1.510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**