ALAMEDA
Alliance
FOR HEALTH

Important Notice: Alliance Members May Experience Service Delays Services due to Recent Cyber Security Attack

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community and appreciate all the hard work you do to protect health and wellbeing. We are sharing this notice to inform you about an important update regarding the Alliance vendor Change Healthcare / Optum.

The Alliance contracts with Change Healthcare / Optum to provide Healthcare Effectiveness Data Information Set (HEDIS®) services.

Late in the evening on Wednesday, February 21, 2024, the Alliance received notice of a cyber security attack incident with Change Healthcare / Optum. We took immediate action to disconnect all systems and additional proactive measures to block all communications and data exchanges with Change Healthcare / Optum. We continue to monitor the situation. Keeping all Alliance information secure is our top priority.

If your Alliance member patients have any issues accessing services, please let them know they can call us if they need help.

Alliance Member Services Department
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**

If you have any questions or concerns, please call the Alliance Provider Services Department at **1.510.747.4510**.

As always, we thank you for your dedication and the high-quality care you continuously provide to your patients and our community.

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

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