



## Important Update: New Enhanced Care Management (ECM) Referral Form is now Available in Our Alliance Provider Portal (First Notice)

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Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important update to share with you. We have created a new Enhanced Care Management (ECM) Referral Form for providers, and it is now available in our Alliance Provider Portal. We are excited to work with you directly and offer important training information in using the new form.

We ask that all providers use the form in our Alliance Provider Portal to refer members for ECM. Our new web-based form is replacing the existing referral form to help ensure that the Alliance receives all necessary information for ECM requests.

Below are the instructions on how to access the form in the Alliance Provider Portal:

1. Visit our website at **[www.alamedaalliance.org](http://www.alamedaalliance.org)** and click the **Provider Portal** button on the upper right corner of the webpage.
2. Create an account or log in to the Provider Portal.
3. Hover over **Authorizations** from the menu bar and click **Submit New Authorization**.
4. Click the teal text **here** next to **"For all other authorization forms"**.
5. Click **Enhanced Care Management (ECM) Referral Form** to complete and submit the form.

There is no limit to the number of providers who can request access to our Alliance Provider Portal. The Provider Portal Instruction Guide is available from the landing page with instructions on how to use the portal and its features.

The Alliance will share training materials and hold open office hours in the coming weeks and will share invitations for dates and times. We encourage providers to begin using the new form and bring any questions they may have to the open office hours.

Thank you for partnering with the Alliance in providing the high quality care and services our members deserve.

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**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)**