



Important Update: New Appointment of Authorized Representative (AOR) Form

Alameda Alliance for Health (Alliance) values our provider network. We are dedicated to working with our providers, members, and the community to improve our services and programs.

Alliance members have the right to authorize (give) a friend, family member, or another person they identify to assist them with the coordination of their care.

This appointment allows an authorized representative to act on a member's behalf for the following Alliance services:

- Change a doctor/medical group
- File a grievance or appeal
- Order a new Alliance member ID card
- Speak to the Alliance on a member's behalf to assist in the coordination of medical care

Providers may also help facilitate or share resources for members to access the form upon request.

If an Alliance member would like to exercise this right, providers may give them the new Alliance Appointment of Authorized Representative (AOR) Form to complete and submit. To access the form, please visit the Alliance website at www.alamedaalliance.org/members/member-forms. The form is available in the Alliance threshold languages (English, Spanish, Chinese, Vietnamese, and Tagalog).

If members have any questions, please direct them to contact:

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**

Thank you for your continued partnership and for providing high-quality care to our members and 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