



Important Change: Concurrent Review Turnaround Times

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to ensuring appropriate and consistent utilization management (UM) decision-making and adherence with regulatory standards to help ensure all Alliance members receive the care they deserve at the right place and time and with timely and appropriate communication to both members and providers.

We have an important announcement regarding a change in the turnaround time for decisions on inpatient concurrent review. **Starting Friday, November 1, 2024, the Alliance will notify providers of decisions within 72 hours of receiving a request with necessary clinical information.**

This change applies to both Medi-Cal and Group Care members. These updates will be reflected in the Alliance Provider Manual and on the Alliance website at www.alamedaalliance.org.

Please Note: Acute care facilities must continue to notify the Alliance within 24 hours of an acute admission (via admit, discharge, transfer (ADT) feeds or by fax at 1.855.313.6306). Please refer to the Alliance Provider Manual for more information. Requirements for prior authorization (PA) requests will not change. Providers will still need to submit requests for prior authorization per the Alliance Provider Manual.

To view the Alliance Provider Manual, please visit www.alamedaalliance.org/providers/alliance-provider-manual/.

REMINDERS:

- Providers can verify eligibility through the following methods:
 - Alliance Provider Portal (recommended) – Visit the Alliance website at www.alamedaalliance.org, then click Provider Portal in the top right corner.
 - Alliance automated eligibility verification – Please call **1.510.747.4505**.
 - Alliance Provider Services – Please call **1.510.747.4510** and select the eligibility prompt.
- Alliance-contracted facilities (including nursing facilities) can be found in the Alliance Provider Directory at bit.ly/47wzqG6.

We appreciate and thank you for the high quality care you give your patients and your continued partnership in making a difference in our community.

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