



Important Reminder about Transportation Services

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction. We have an important reminder that we would like to share with you.

The Alliance provides transportation benefits to Medi-Cal members for all medically necessary services covered by the Alliance and Medi-Cal.

Routine transportation services can be requested by an Alliance Medi-Cal member or provider. **We require at least three (3) business days in advance notice.** You or an Alliance Medi-Cal member can make a request for transportation by calling our transportation services, toll-free at **1.855.891.7171**.

For further details on coverage for Medi-Cal and Group Care members, please refer to the Evidence of Coverage (EOC) or Member Handbook on our website at www.alamedaalliance.org.

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

Please Note: This communication does not apply to Alliance Group Care.

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