ALAMEDA Alliance FOR HEALTH

Important Update: Statement of Remittance Advice (RA) Notices will Only be Available Through the Alliance Provider Portal

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We would like to share this important update with you.

As a result of the growing Coronavirus Disease 2019 (COVID-19) situation, non-urgent essential services may be intermittently suspended.

Effective Wednesday, March 18, 2020, the Alliance will temporarily suspend mailing the Statement of Remittance Advice (RA) Notices, that are normally mailed with check payments, until further notice. At this time, RAs for paid claims will only be available through the Alliance Provider Portal.

How do I access RAs through the Alliance Provider Portal?
Login to the Alliance Provider Portal and follow these steps:
1. Click on **Claim Status**.
2. Enter a claim number or check number.
3. Under **Claim Number** select a claim that has a **Paid** status.
4. Click **View EOP** at the bottom of the page, to review the entire Statement of Remittance (RA) Notice.

How do I create an Alliance Provider Portal account?
1. Visit **www.alamedaalliance.org**.
2. Select Provider Portal from the website homepage.
3. Create a new account.

Please Note: Provider Portal accounts that have not been used for (30) days will become deactivated. You will need to call the Alliance Provider Services Department to be reactivate your account.

We apologize for any inconvenience. If you have any questions please call the Alliance Provider Services Department. Thank you for your patience, understanding, and continued partnership in 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