

Alameda Alliance Wellness Utilization Management



Authorization & Referrals



The Alameda Alliance for Health (Alliance) Utilization Management (UM) Department works to ensure that medical services provided to our members are medically necessary, appropriate, and a part of our covered benefits.

The Alliance UM team is comprised of **authorization specialists, nurses, pharmacists, and physicians.**

The Alliance follows **nationally recognized evidence-based criteria and considers individual member circumstances** when making medical service decisions.

Authorization Type	Turnaround Time
Routine (Non-Urgent) Requests	Within seven (7) calendar days of receipt
Urgent Requests	Within 72 hours of receipt
Urgent Concurrent Requests	Within 72 hours of receipt
Post-Service (Retrospective) Decisions	Within 30 days of receipt (only considered if submitted within 90 days of date of service)
Standing Referral	Within three (3) business days of receipt
Standard Drug Request	Within 72 hours of receipt
Expedited Drug Request	Within 24 hours of receipt



Important Resources

- The Alliance authorization webpage – **www.alamedaalliance.org/providers/authorizations**
 - o Authorization Request Forms – Available to download and fax
 - o Procedure Code Search Tool – Type in a CPT/HCPCS code to determine if it requires an authorization
 - o Clinical Policies and Guidelines used to make decisions
- The Alliance Provider Portal
 - o Visit the Alliance website at **www.alamedaalliance.org** and click on **Provider Portal** at the top right corner. You will be redirected to the Alliance Provider Portal.
 - o Log in, or create an account to submit authorizations.
 - o When creating an account, please allow two (2) business days for the Alliance Provider Service Department to review and respond.
 - o For instructions on navigating the Alliance Provider Portal, please review the Provider Portal Instruction Guide located on the portal login page.

We are here to help

If you have any questions, please call:

Alliance UM Department

Monday – Friday, 8 am – 8 pm

Phone Number: **1.510.747.4540**

Toll-Free: **1.855.891.9161**

www.alamedaalliance.org



**Alliance
Wellness**

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