



Alameda Alliance for Health
1240 South Loop Road
Alameda, CA 94502
Tel: 510-747-4567 or 1-877-932-2738
CRS/TTY: 711 or 1-800-735-2929
www.alamedaalliance.org

Welcome to Alliance Group Care

Dear Member:

Thank you for choosing Alliance Group Care as your health plan. We are proud to provide health care to In-Home Supportive Services (IHSS) workers. To help our members get the best health care the Alliance has a large network of doctors and other types of health care providers.

Please read the items in this packet. They tell you about how this health plan works and explain your benefits. Your member ID card will arrive by mail soon.

Things you need to do the month you get this packet:

1. Choose a doctor.

- If you have access to the Internet, you may go to our website at <https://www.alamedaalliance.org/>. Scroll to the bottom of the page, and click on "Find a doctor or a hospital" to search for a doctor. You can choose a doctor, a clinic or a group of doctors.
- You may also call Alliance Member Services (see phone number below) to obtain a paper listing of doctors, with their address and phone number.

2. Call Member Services at 510-747-4567 when you have made your choice.

3. Schedule a well exam with the doctor. Call us if you need help making an appointment.

We want your doctor to be your choice. However, if you do not choose a doctor by the end of the month, the Alliance must choose one for you. If you have any questions about your plan, please call:

Alliance Member Services
510-747-4567 or toll-free 1-877-932-2738
(CRS/TTY for the hearing impaired: 711 or 1-800-735-2929)
Monday – Friday, 8 a.m. – 5 p.m.

We wish you the best of health!

Alliance Member Services

If you need help reading this document, please call Member Services at (510) 747-4567.
Si necesita ayuda para leer este documento, llame a Servicios al Cliente al (510) 747-4567.
假如您看不懂本文件，需要協助或其他語文版本，請致電會員服務部，電話 (510) 747-4567。
Nếu quý vị cần được giúp đỡ đọc tài liệu này, xin gọi ban Dịch Vụ Hội Viên tại số (510) 747-4567.