

# Alliance Group Care Member: Welcome!

## Your Primary Care Provider (PCP) is Important

A PCP is your Alameda Alliance for Health (Alliance) doctor who provides well care and care when you are sick or hurt. Your PCP also helps coordinate care for chronic problems like asthma or diabetes, and orders referrals to specialists and hospital stays.

## To choose a PCP, please call Alliance Member Services at:

**510-747-4567 or toll-free 1-877-932-2738**

(CRS/TTY: 711 or 1-800-735-2929)

Monday–Friday, 8 a.m. to 5 p.m.

### 1. Choosing your PCP

- **As soon as you join Alliance Group Care, you should choose a PCP.**
- You can choose any PCP who is taking new patients from the list of Internal Medicine, General Practice, Family Practice, Pediatrics, and OB-GYNs (women can choose an OB-GYN as their PCP).
- You can find a list of PCPs in your Alliance Provider Directory or online at **[www.alamedaalliance.org](http://www.alamedaalliance.org)**.
- Member Services staff can also help you find a PCP who knows your language or culture, or who is close to where you work or live.
- You may also choose a county or community clinic that is part of the Alliance network as your PCP. All Federally Qualified Health Centers (FQHCs) in Alameda County are part of our network. You may go to any FQHC for medical care even if it is not part of our network.

### 2. Changing Your PCP

- **It is best to stay with the same PCP so she or he can get to know your needs. But, you may change your PCP at any time for any reason.**
- If you need to change your PCP, please call Alliance Member Services.
- The change will usually happen by the first day of the next month. The PCP you choose must be taking new patients.

### 3. The Alliance will assign you to a PCP if:

- You do not choose a PCP within 30 days of when you join.
- You and your PCP cannot get along.
- Your PCP's contract with the Alliance ends.



Health care you can count on.  
Service you can trust.