



Alameda Alliance for Health

1240 South Loop Road
Alameda, CA 94502

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking
impairments (CRS/TTY): **711/1.800.735.2929**

www.alamedaalliance.org

**Update to the Alameda Alliance for Health
Combined Evidence of Coverage and Disclosure Form Booklet**

Your new **Medi-Cal Combined Evidence of Coverage and Disclosure Form (EOC/DF)** booklet is enclosed. The EOC/DF explains the benefits you have as an Alameda Alliance for Health (Alliance) member. It tells you how to get care from your health plan.

Please read this Member Handbook (also called the Evidence of Coverage (EOC)) carefully. It will help you understand and use your benefits and services. Inside the Member Handbook, you can find information about:

- How to choose a doctor
- How to make or change an appointment
- When to get emergency care
- How to get an interpreter if you need one
- Your rights and responsibilities as a member
- How to report and solve a problem with the Alliance, a doctor, or with the health care or treatment you got from a doctor.
- And much more...

This booklet will replace any other EOC/DF. Please recycle your old copy. If you have any questions about what you read in your EOC/DF, please call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

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Thank you for letting us serve your health care needs.

Best of health!

Alliance Health Programs