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ALAMEDA ALLIANCE FOR HEALTH EARNS HIGH HONORS FOR SERVICE EXCELLENCE

The Certified Center of Excellence designation from BenmarkPortal recognizes the Alliance for the highest levels of customer service delivered throughout Alameda County.

Alameda, CA –Alameda Alliance for Health (Alliance), the local health plan that serves more than 265,000 residents in Alameda County, received certification as a Center of Excellence for superior performance in the Alliance Member Services Call Center. The Center of Excellence recognition, awarded by BenchmarkPortal, is a national distinction in the customer service and support industry.

"Our team is committed to providing the highest levels of exceptional service to our members and providers," said Alliance Member Services Director, Gia DeGrano. "This certification of excellence further shows our dedication to delivering first-rate customer service and ensure that our members have access to the care and services they need to stay healthy."

As a safety-net partner, the Center of Excellence certification reinforces the Alliance's commitment to delivering the best customer service to members and the larger Alameda County community. To become a Center of Excellence, the Alliance had to pass a rigorous assessment that measures consistent, and sustainable performance on key operating metrics. The key metrics were rated against the international BenchmarkPortal database – the largest in the world of contact center metrics. The outcome demonstrates the superior service the Alliance provides to members every day.

"The Alliance Team is greatly honored to receive the Certified Center of Excellence award during these challenging times," said Alliance CEO, Scott Coffin. "Our mission at the Alliance is to help our members live a healthy life by providing access to the highest quality of care and services that they need. Providing excellent customer service is just one of the many ways that we can better serve our community. This achievement could not be accomplished without the hard work of our dedicated staff."

To learn more about the Alliance, visit us at http://alamedaalliance.org/.

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About Alameda Alliance for Health

Alameda Alliance for Health (Alliance) is a local, public, not-for-profit managed care health plan committed to making high quality health care services accessible and affordable to Alameda County residents. Established in 1996, the Alliance was created by and for Alameda County residents. The Alliance Board of Governors, staff, and provider network reflect the county's cultural and linguistic diversity. The Alliance provides health care coverage to nearly 265,000 low-income children and adults through National Committee for Quality Assurance (NCQA) accredited Medi-Cal and Alliance Group Care programs.