



Important Contact Information

RESOURCE	CONTACT INFORMATION
Alameda Alliance for Health (Alliance)	
Alliance Main Number	510.747.4500
Alliance Provider Services Department Monday – Friday, 7:30 am – 5 pm	510.747.4510
Alliance Member Services Department Monday – Friday, 8 am – 5 pm	510.747.4567
Case Management/Disease Management (CMDM)	877.251.9612
Claims Status (Online)	www.alamedaalliance.org/providers
CMDM – Fax	510.747.4130
Eligibility (Automated Eligibility Line)	510.747.4505
Eligibility (Online)	www.alamedaalliance.org/providers
Grievance and Appeals	510.747.4567
Health Education	510.747.4577
Interpreter Services American Sign Language	510.747.4567
Interpreter Services Face-to-Face	510.257.5995
Interpreter Services Phone	510.809.3986
UM – Disputes Fax	855.891.7174
UM – Routine & Urgent Requests Fax	855.891.7174
Utilization Management (UM) Department	510.747.4540
Nurse Advice Line	
Alliance Medi-Cal Members	888.433.1876
Alliance Group Care Members	855.383.7873, Pin #690
Laboratory Services	
Alliance Medi-Cal and Group Care Members	
Quest Diagnostics Laboratory	800.288.8008
Dental Services	
Denti-Cal (Alliance Medi-Cal Members)	800.322.6384
PA for IHSS Benefit Information Line (Alliance Group Care Members)	510.777.4201

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **510.747.4510**
www.alamedaalliance.org

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Mental Health Services	
Beacon Behavioral Services (Alliance Medi-Cal and Group Care Members)	855.856.0577
Beacon Behavioral Services/PDIP (Alliance Medi-Cal Members)	877.891.2978
Alameda County Behavioral Health (ACCESS) (Alliance Medi-Cal Members)	800.491.9099
Crisis Response Program - North County (Alliance Medi-Cal Members)	510.383.5020
Crisis Response Program - South County (Alliance Medi-Cal Members)	510.891.5600
Pharmacy Services (Alliance Medi-Cal and Group Care Members)	
Perform RX	855.508.1713
Perform RX – Fax	855.811.9329
Diplomat Specialty Pharmacy	855.347.4783
Diplomat Specialty Pharmacy – Fax	855.399.3248
Non-Emergent Medical Transportation (Alliance Medi-Cal and Group Care Members)	
LogistiCare	866.791.4158
Vision Services	
March Vision Care (Alliance Medi-Cal Members)	844.336.2724
EyeMed (Alliance Group Care Members)	866.723.0514
Medical Groups Contracted with the Alliance	
Children First Medical Group – Authorization Department (Alliance Medi-Cal Members)	510.428.3489
Children First Medical Group – Provider Relations and Claims (Alliance Medi-Cal Members)	510.428.3154
Community Health Center Network (Alliance Medi-Cal and Group Care Members)	510.297.0200
Kaiser	800.464.4000