ALAMEDA Alliance FOR HEALTH

Important Update: For Faster Processing,
Please Submit Prior Authorization (PA) Requests Electronically
Through the Online Alliance Provider Portal

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community. The health and safety of our community is our number one priority as we continue to address the operational impacts of COVID-19.

Effective immediately, we strongly advise providers to submit Prior Authorization (PA) Requests electronically, through the Alliance Provider Portal. As a number of our operations have been transitioned to be performed remotely, we are able to process PA forms that are submitted electronically more quickly, than PA forms that are submitted by fax.

How do I submit a PA through the Alliance Provider Portal?
Login to the Alliance Provider Portal using Google Chrome and follow these steps:

> Step 1: Click on "**Submit Authorizations**" under **Authorization** quick link.
> Step 2: Click on "**select a form**" and choose the appropriate authorization type from the drop down menu:
> - Inpatient Authorization (elective procedures only)
> - Outpatient Authorization
>
> Step 3: Enter all required fields as directed in this section.
> Step 4: **Attach medical records** to avoid further delay of review or possible denial of services.
> Step 5: Click "**submit request**" once you are ready to submit.

How do I create an Alliance Provider Portal account?
1. Visit **www.alamedaalliance.org**.
2. Click "**Provider Portal**" from the website homepage.
3. Click "**Create a new account**".

Please Note:
- ER admissions cannot be submitted through the Alliance Provider Portal.
- All required fields, as indicated, must be completed.
- Please double check that the CPT and DX codes are valid and/or Medi-Cal or Group Care covered codes, as appropriate, for the care or service that is being requested.
- Please attach all required medical record documentation to the request to help prevent any delays with processing.
- If any required information is missing the system will not accept the request. You will be taken back to the authorization form to enter the missing fields.
- You will receive a reference number to show that the PA request was successfully submitted through the provider portal. This is not the PA number itself.

Thank you for your continued partnership and for providing high quality care to our members and community. Together, we are creating a safer and healthier community for all.

Questions? Please call the Alliance Provider Services Department
or you may contact your Provider Representative directly.
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org