



CCAH ECM Call & Email Routing Tip Sheet



HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET (HEDIS)

Authorization Team

Phone: 831-430-5506

Hours of Operation: 9:30 AM – 12:00 PM and 2:00 PM – 4:00 PM

Response Time: No voicemail — please send an email

Fax: 831-430-5850

Authorization Contacts

- **ECM/CS Questions:** ECMAuths@thealliance.health
- **NEMT Questions:** ListNEMTAuthorizations@thealliance.health
- **All Other Authorization Questions:**
ListAuthCoordinators@thealliance.health

Authorization Team Supports

- Clinical documentation submissions for authorization review
- Status of pending authorizations
- Authorization dates and timelines
- General authorization questions
- Housing deposit authorization questions
 - Payment questions

Care Integration Unit (CIU)

Phone: 831-430-5584

Hours of Operation: Monday–Friday, 8:00 AM – 5:00 PM

Response Time: Calls returned within 2 business days

 **Email:** Careintegrationunit@thealliance.health

CIU Can Assist With

- ECM enrollment questions
- General ECM/CS program eligibility basics
- Guidance on how to submit referrals
- High-level JIVA review to help guide callers and locate information
- Housing deposit program questions

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health



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Claims or Billing Questions

Phone: 831-430-5503

Claims Team Supports

- Denied claims questions
- Paid claims inquiries
- Billing instructions and guidance

Provider Services

Phone: 831-430-5504

 **Email:** RelationsECMCSSupport@thealliance.health

Provider Services Can Assist With

- Capacity limitations
- Provider Directory information updates
- Identifying your assigned Provider Services Representative

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