The Alliance Access and Information line is available 24/7 to provide clinical home information and arrange aftercare appointments for discharging members.

Every call that comes into the Access Line must be logged. The caller will be asked to provide their name and contact number as well as the member’s name and date of birth.

**Calling for Clinical Home Information**

Access Line staff do not need to speak directly with the member to provide clinical home information.

**Calling for Aftercare Appointment**

Hospital staff may choose to have the member present for the call, but it is not necessary. If a member is present, safety questions must be assessed and escalated to a licensed clinician, if indicated.

Access Line staff need the following information in order to schedule an aftercare appointment:

- Address
- Phone
- County
- Insurance
- Dates of hospitalization
- Reason for admission
- Discharge diagnosis
- Discharge medication
- Injection (Y/N)
- Date of next injection (if applicable)
- Amount of discharge meds/RX
- Outpatient commitment (Y/N)

Access Line staff will provide choices for appointments and schedule the appointment.

For questions or concerns about other services allowed and/or those in your provider contract, please contact your Provider Networks Specialist.

The information presented by Alliance Health above is for informational purposes only. It is not intended for use in lieu of State guidelines or service definitions nor is it to be used to guide individualized treatment. Please refer to your Medicaid contract for additional details.