



Alliant ID Card Mobile App

Instruction Guide



ID Card Mobile App Instruction Guide

*Please have your Member ID# and Group ID# available for the initial setup of the app.
If you do not have this information, please contact Customer Service at (800) 811-4793.*

1. Print out these instructions.
2. Go to the **App Store** on your Apple iOS device or the **Google Play Store** on your Android device and type **Alliant Mobile ID Card** in the search box and download the app to your mobile device (Figure 1).

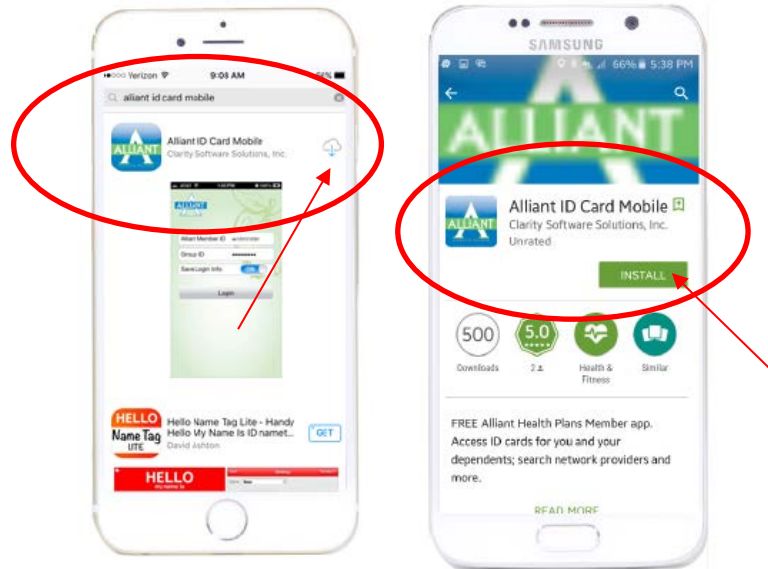


Figure 1

3. Once the app has successfully installed to your device, open the app and the login screen will appear as below (Figure 2).

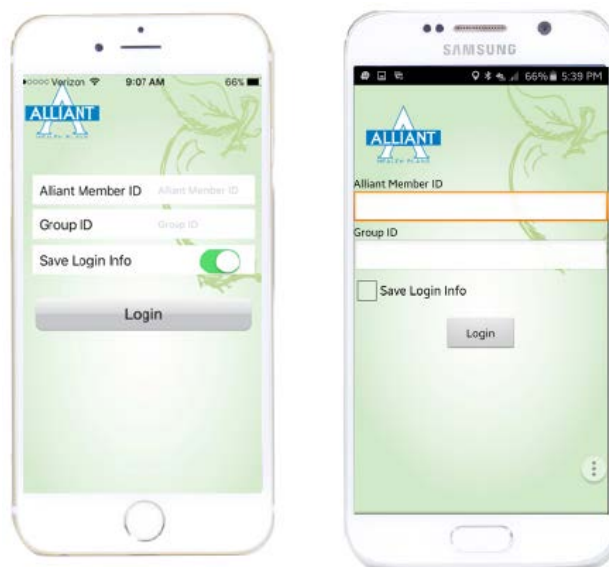


Figure 2

4. Type in your full **Member ID#** in the first field exactly as it appears on your ID card. (Your member ID could be alphanumeric or numerical only and it includes the *Person Code*, the last three numbers on the line. Be sure to type in the full line of information.)

The second field is for **Group ID#**. For group members, type your group number as it appears on your ID Card. For individual/family **on exchange** (policy purchased through Healthcare.gov), type "FFMEXCHANGE." For individual/family **off exchange** members, type "A00000014." *If you are unsure of this information, contact Customer Service at (800) 811-4793 (Figure 3).*

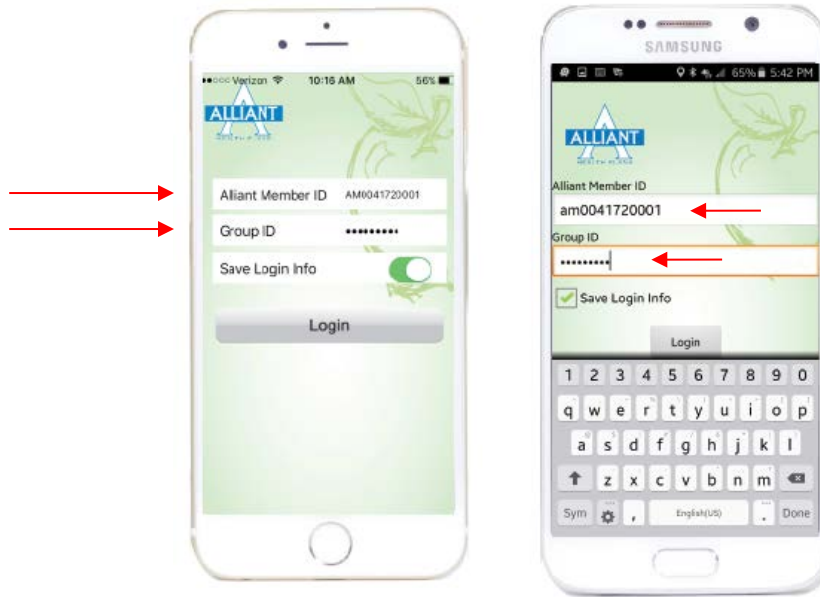


Figure 3

5. If you would like to save your login information, slide or check the **Save Login Info** button to turn it on. Now, click **Login** (Figure 4).

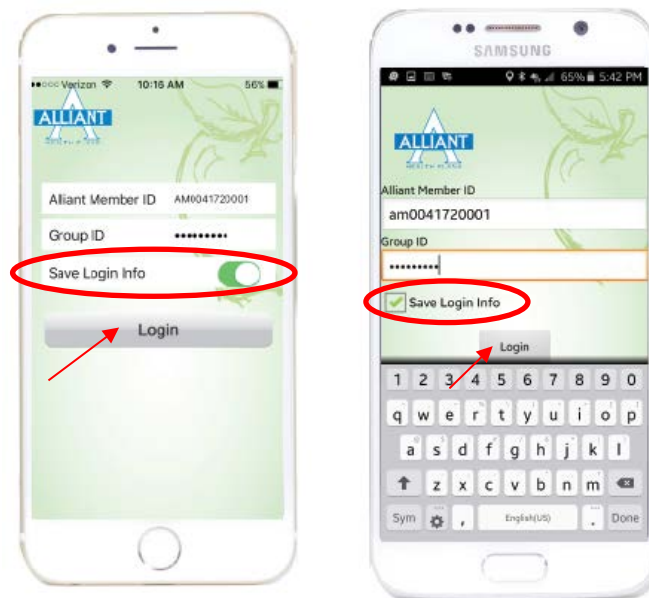


Figure 4

- After a successful login, you will be taken to the main screen. Click **View Cards** to view your digital ID card(s) (Figure 5).

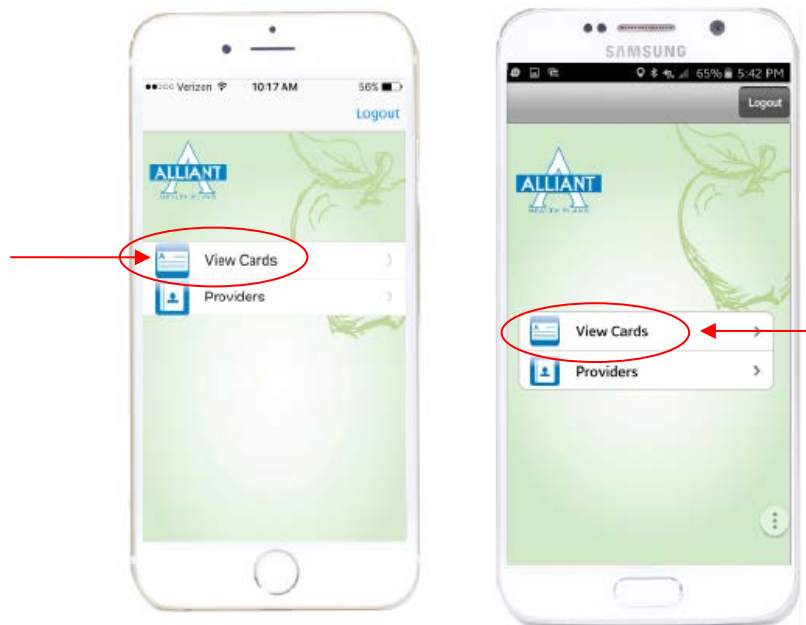


Figure 5

- The **front of your ID card** will appear as below. Take note of important information including your **Member ID**, **Group Name/Number**, **Medical Deductible**, **Medical co-pay(s)** and **Rx co-pay(s)** (Figure 6).



Figure 6

- Swipe the screen to the left to view the **back of the ID card**. The back of the card includes important contact information such as **Customer Service; Pre-certification, Referral & Mental Health; Pharmacy Help Line; Claims Submission and more** (Figure 7).

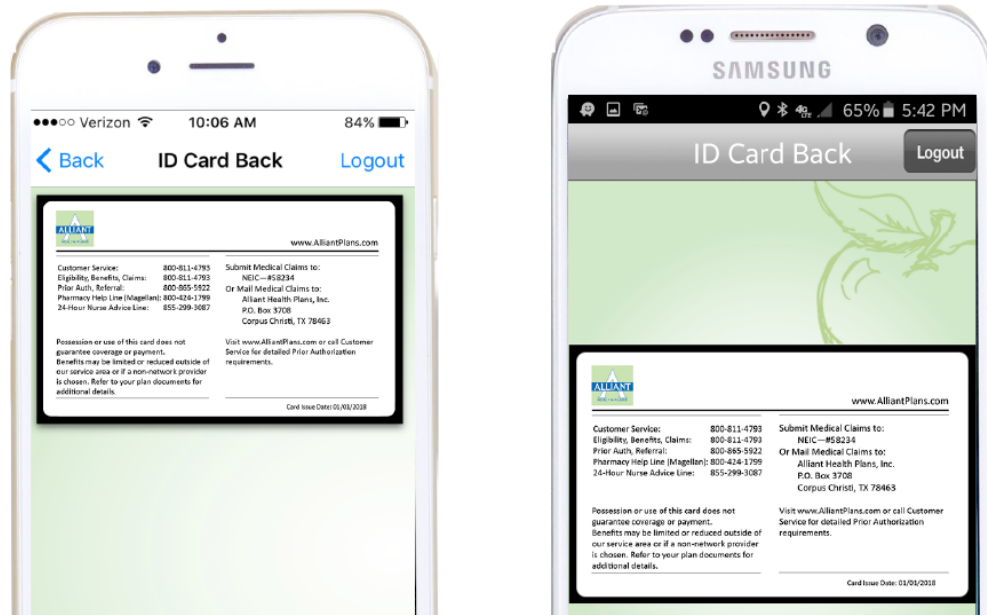


Figure 7

- At the bottom of the device's screen, you will see three options for using or sharing your digital ID card: **Email; Fax; and Providers**. Select the option of your choice. In this example, we will choose the email option (Figure 8).

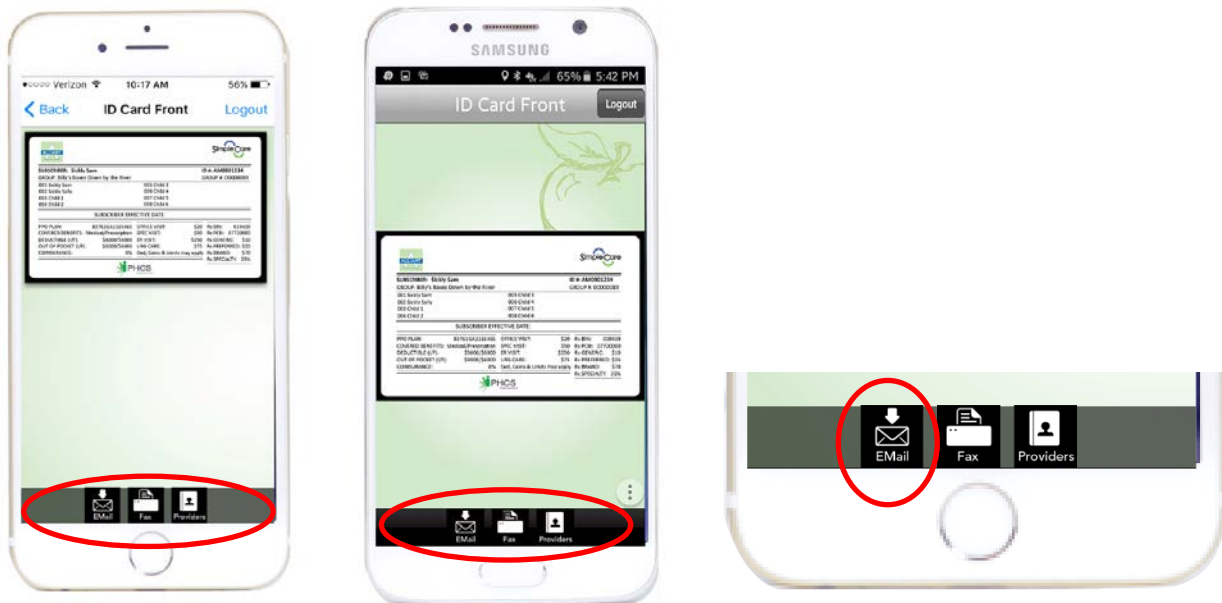


Figure 8

10. Tap the **Email** option to send a copy of your digital ID card to the email address of your choice. Type in the desired email address and click **Send** (Figure 9).



Figure 9

11. The success screen will pop up after your email has been sent. Now, click **OK** or select another send option of your choice (Figure 10).

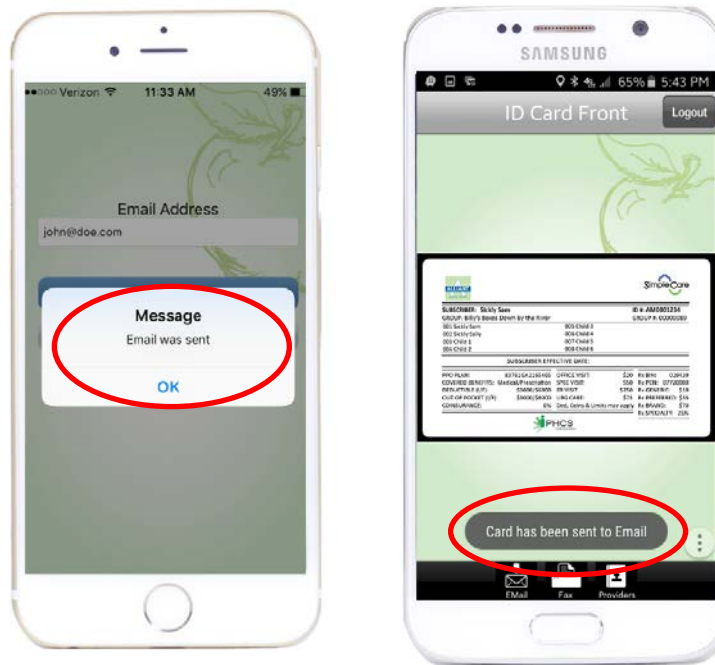


Figure 10

12. When you are finished sending your ID card(s) to the desired email address (es), tap the **Close** button (Figure 11).

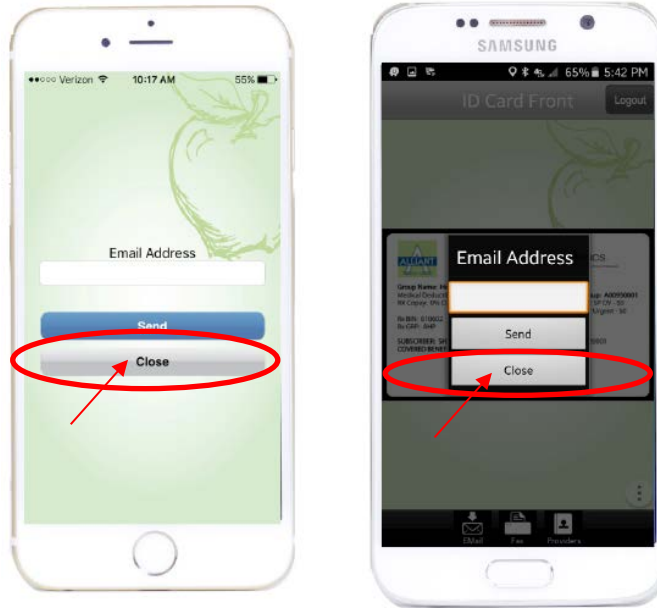


Figure 11

13. Now, tap the **Back** option on your device to navigate back to the main screen (Figure 12).

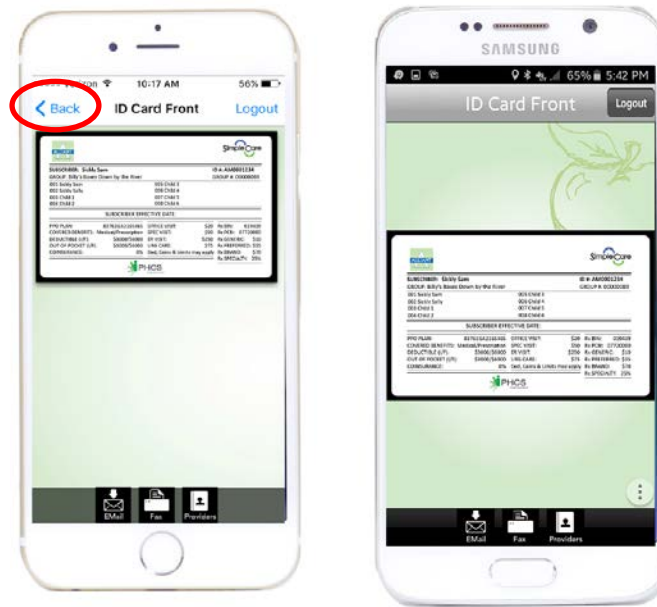


Figure 12

14. From the main screen: To find a provider, click on the **Providers** button and you will be directed to our online Provider Directory. Follow the prompts on the screen to search Providers (Figure 13).

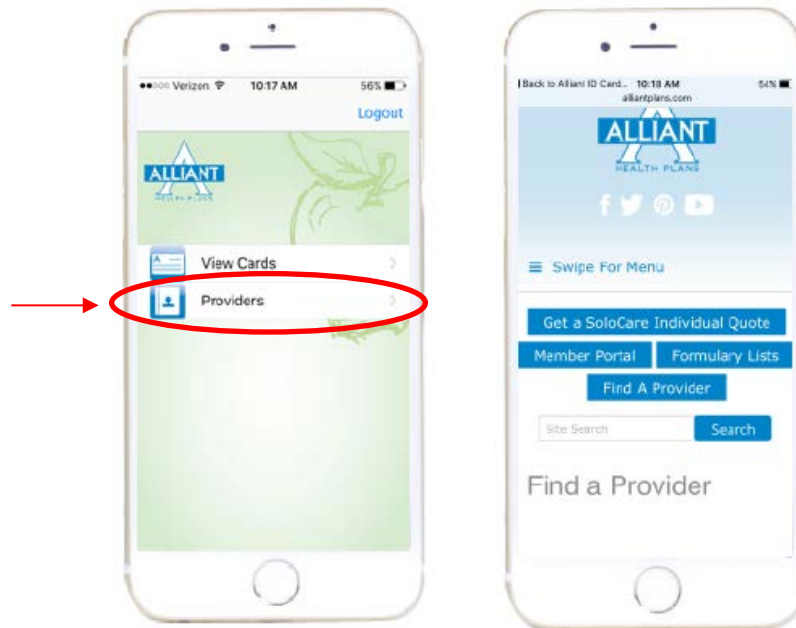


Figure 13

Notice of Non-Discrimination

Alliant Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Alliant Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Alliant Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
 - Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Sabrina LeBeau.

If you believe that Alliant Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Sabrina LeBeau, Compliance Officer, 1503 N. Tibbs Rd. Dalton, GA 30720, Ph: (706) 237-8802 or (888) 533-6507 ext 125, Fax: (706) 229-6289, Email: Compliance@AlliantPlans.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sabrina LeBeau is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Alliant Health Plans, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al (800) 811-4793.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Alliant Health Plans, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi (800) 811-4793.

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Alliant Health Plans 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 (800) 811-4793 로 전화하십시오.

如果您，或是您正在協助的對象，有關於[插入SBM項目的名稱Alliant Health Plans]方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 (800) 811-4793]。

તમને વિના મૂલ્યે તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો અધિકાર છે. આરોગ્ય વીમા વ્યાપારબજાર વિશે દુભાષિયા સાથે ગુજરાતીમાં વાતચીત કરવા, કોલ કરો (800) 811-4793.

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Alliant Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez (800) 811-4793.

አርሰዎ፣ ወይምአርሰዎ የሚገለጹት ሰለAlliant Health Plans፣ ያለ ምንምክፍያ በደንብ አርዳኛ ማድረግ የሚችሉ መሆኑን አላችሁ። ከአስተርጓሚ ጋር ለመነጋገር፣ (800) 811-4793 ይደውሉ።

यदि आपके, या आप द्वारा सहायता ककए जा रहे ककसी व्यक्तत के Alliant Health Plans के बारे में प्रश्न हैं, तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी भाषण से बात करने के लिए, (800) 811-4793 पर कॉ करें।

Si oumenm oswa yon moun w a pe de gen kesyon konsènan Alliant Health Plans, se dwa w pou resewwa asistans a kenfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan (800) 811-4793.

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Alliant Health Plans, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону (800) 811-4793.

هي انودن م لفت غلب هير ووض ات امولع مل او دوع مل اىل ع لوج حل ايف قحل الهى دلف ، Alliant Health Plans من صوب قلعبس ا دوع مل لخص شى دل و ائفي دل ن كن ا نوي امن لخص احس اب . (800) 811-4793 ب لخرت ا مخرت م ع م ث دحل لل . قل لفت

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Alliant Health Plans, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para (800) 811-4793.

ار دوخن لبز هبت اع الط ا وك ك هك نير اد ار ني اقح نيش لب نقش اد ، Alliant Health Plans دروم رد دل اوس ، نويكي كك و اب اش هكويرك لي ، اش رگ ا نوي امن لخص احس اب . (800) 811-4793 نوي امن لخص لي رردن گي ار روط هب

Falls Sie oder jemand, dem Sie helfen, Fragen zum Alliant Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer (800) 811-4793 an.

ご本人様、またはお客様の身の回りの方でも Alliant Health Plans についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、(800) 811-4793までお電話ください。

TTY/TDD

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call (800) 811-4793 (TTY/TDD: (800) 811-4793).