



ON THE Move



SEPTEMBER 2015

NEWS

CUSTOMER SERVICE, BILLING AND ELIGIBILITY

Customer Service, billing and eligibility will soon be handled in-house. These are but a few of the improvements



taking place at Alliant Health Plans. This effort will allow a faster and more accurate response to our members. The Customer Service phone number remains **(800) 811-4793**. Effective October 1, 2015, the new customer service hours are **Monday through Friday, from 8 a.m. to 5 p.m. EST**. We encourage you to inform your clients of this change. *Applies to all members. Note: Contact info for claims, utilization management, and pharmacy benefits remains unchanged.*

NEW SALES PORTALS IN THE HOME STRETCH

We are approaching the final stages of building our new sales portals, and testing is now in progress. You may be contacted to test out the portal on your end. Our goal is to improve your experience so you may better assist your clients. The new sales portal sites will be available just in time for the 2016 open enrollment period. Stay tuned for more details!

YOUR CLIENTS MUST TAKE ACTION TO KEEP THEIR SUBSIDIES IN 2016

Be aware that many of your clients who receive an Advanced Premium Tax Credit (APTC) or income-based cost sharing reduction (CSR) may have recently received a notice from the IRS reminding them to file their 2014 federal tax return with Form 8962. This form must be completed as soon as possible in order for members to retain their APTC and/or CSR for the 2016 plan year.

file their 2014 return and Form 8962) or they may lose their APTC and/or CSR beginning January 1, 2016.

We strongly encourage you to reach out to your clients who purchased a plan through the Marketplace and received an APTC and/or CSR to ensure they have filed their 2014 taxes with Form 8962.

Help your clients keep affordable coverage for the 2016 plan year. Don't take the risk of having them drop coverage for next year due to the loss of subsidies. Again, take this opportunity to show your clients that you are their advocate and continue to establish yourself as their trusted insurance expert.

If your clients have additional questions, they can contact the IRS directly at www.irs.gov/aca or (800)829.0922 or speak with their tax advisor. *Applies to members who purchased Marketplace plans and received tax credits or CSR.*

- If they have filed their taxes with Form 8962, they do not need to do anything.
- If they have not filed their taxes with Form 8962, they must take action (i.e., electronically



PHARMACY BENEFITS UPDATE

Effective 1-1-2016, we will no longer provide a **\$200 cap per script when the member cost-share exceeds that amount**. This applies to co-insurance situations, Dispense as Written (DAW) penalties, etc. *Applies to all members.*



ALLIANT ID CARD MOBILE APP

Remind your clients to access their insurance information right at their fingertips when needed with the Alliant Health Plans mobile app. No more fumbling for insurance information; just use the app to view a digital insurance card, favorite physician, and much more—with just one touch. Encourage your clients to download the 'Alliant ID Card Mobile' app today! Available for Apple and Android operating systems.



QUICK SUMMARIES OF BENEFITS ONLINE

To better assist you in working with your clients, Alliant has provided information for all plans (individual, small and large group plans) on the AlliantPlans.com website. For easier access and review, quick summaries/snapshots of the plans will be listed instead of the full Summary of Benefits

and Coverage (SBC) you may be accustomed to referencing. Please note: Currently all SBCs have been removed from the website. We are working to have the quick summaries loaded as soon as possible. Thanks for your patience. *SBCs are still distributed where required by federal law.*

COMPLIANCE HOTLINE



HealthOne Alliance and Alliant Health Plans (collectively "HealthOne") maintain an effective compliance program to support its operations and compliance with laws. If you have any questions, concerns or desire to report an incident to HealthOne, please contact the Compliance Officer at 706-624-4129. HealthOne appreciates your participation and support of its compliance program.