



IMPORTANT REMINDERS

- Visit the [Quick Connect Library](#) to view past flyers.
- Remember to re-qualify each SoloCare Marketplace member to make sure their subsidy is correct, and confirm their 2018 plan.
- January renewals need to be returned by mid-December in order to ensure ID Cards reach members as close to January 1, 2018 as possible.
- The [Auto Pay Form](#) is found on AlliantPlans.com. Members requiring a new Auto Pay Form have been notified. To assure continuation, the new form must be returned no later than **December 15, 2017**. If not received by that date, Auto Pay participation will end and premium payments will require member action. Please contact your Broker/Client Relations Representative with questions regarding Auto Pay. Email your completed Auto Pay form to AutoPay@AlliantPlans.com.
- SoloCare members must make their initial premium payment before they receive ID cards. ID cards arrive during the last week of December. For a January 1, 2018 effective date, premium payments must be received by December 31, 2017.

CUSTOMER SERVICE

Hours of Operation
Monday-Friday, 9 am - 5 pm
Phone Number
(800) 811-4793
TTY/TDD / Language Assistance
(800) 811-4793
Email
CustomerService@AlliantPlans.com
Fax
(866) 634-8917

ON THE Move

DECEMBER 2017



BENEFIT UPDATE: 3D MAMMOGRAMS

Effective: January 1, 2018

Digital Breast Tomosynthesis (DBT or 3D mammography) will be a covered benefit.

Preventive Mammography

Members who qualify for preventive mammography benefits, may opt for 3D screenings from in-network providers with no member cost share (copayments, coinsurance or deductibles). Cost sharing will apply to preventive services provided by out-of-network providers.

Diagnostic Mammography

Members who receive diagnostic mammograms are subject to cost sharing (copayments, coinsurance or deductibles).

Members may contact Customer Service at (800) 811-4793 for additional information on individual mammography benefits.

NETWORK ANNOUNCEMENT

Alliant Health Plans works diligently to ensure the *Find A Provider* feature on AlliantPlans.com is up to date, providing members quick and easy access to current information. Our goal is to provide members with a broad choice of qualified providers to meet their various health care needs. However, there are times when a provider may leave our network. As of January 1, 2018, the following providers will NOT be in-network for Alliant Health Plans:

- Children's Healthcare of Atlanta (facilities and employed providers)
- Emory Healthcare (facilities and Emory network providers)
- Adventist Health System
 - > Gordon Hospital
 - > Gordon Emergency Medical Services
 - > Gordon Home Care
 - > Gordon Physicians Group providers
 - > Murray Medical Center

Your group client's may currently have access to the PHCS wrap network. If their plan choice for 2018 includes PHCS, and these providers continue their participation through the PHCS network, they may be able to continue to receive in-network care.

For assistance finding an in-network provider, please visit the *Find A Provider* feature on AlliantPlans.com or call Customer Service at (800) 811-4793.

HealthOne Alliance maintains an effective compliance program that is designed to detect and prevent improper and illegal activities and that supports efficient and proper operations. Should you have concerns, questions or simply wish to report an incident, please contact our Compliance Officer, Sabrina LeBeau:
Toll Free: (888) 533-6507 ext 125 || Direct: (706) 237-8802 || Email: Compliance@AlliantPlans.com

COMPLIANCE HOTLINE



[AlliantPlans.com](#) || [HIPAA & PHI](#) || [Language Assistance](#) || [Non-Discrimination](#) || [TTY/TDD](#)