



# ON THE Move



FEBRUARY 2017

## IMPORTANT REMINDERS

- Visit the [Quick Connect Library](#) to view informational flyers.
- When requesting edits in the Broker Portal, be careful to add your notes in the proper fields. Click [here](#) for a tutorial.
- Alliant does not need a new EFT form if a renewing member is currently on draft and no payment information has changed.
- When searching for your clients in your Broker Sales Portal, click "Member Management" and "Search Member." Click "Search" in the top right to populate a full list of your clients.
- If a member is missing from your Broker Sales Portal or commission statement, please verify current CMS certification. If up to date, complete an AOR to have the portal updated. If newly appointed, please provide a listing of members and your NPN to have updated. All information should be returned to [AOR@alliantplans.com](mailto:AOR@alliantplans.com).
- Visit [AlliantPlans.com](#) for NEW [Find-A-Provider](#) features.
- Member ID cards can be ordered from your [Broker Sales Portal](#).
- [Commissions](#) are paid monthly for all premiums paid by the last day of the prior month. Premiums paid on or after the first will be on the following month. For those members in grace, commissions are not paid until premiums are received.

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## CUSTOMER SERVICE

**Hours of Operation**  
Monday-Friday, 8 a.m. - 5 p.m.

**Phone Number**  
(800) 811-4793

**TTY/TDD / Language Assistance**  
(800) 811-4793

**Email**  
[CustomerService@AlliantPlans.com](mailto:CustomerService@AlliantPlans.com)

**Fax**  
(866) 634-8917

## NEW ENCRYPTED EMAIL SYSTEM

HIPAA (Health Insurance Portability and Accountability Act of 1996) is federal legislation that provides data privacy and security measures for safeguarding medical information. We take this responsibility very seriously and utilize an encryption service to protect all emails that contain PHI (Personal Health Information) or other sensitive information such as social security or member ID numbers. We recently upgraded our email system to Office 365 and feel confident this will enhance our ability to protect the data of both members and providers. If you receive an encrypted email from us, you will receive an email notice from Microsoft that reads:

You've received an encrypted message from xxxx@alliantplans.com

### To view your message

Open the attachment and follow the instructions below.

Upon opening the attachment, you will receive a message to sign in. If you currently have a Microsoft account, you may use it to sign in and will then have access to your email.

Or, you may request a one-time passcode from Microsoft. The passcode will be sent to your email address and used to open your encrypted email.

Please call your Broker/Client Relations Representative if you are unable to retrieve any encrypted emails you receive from Alliant Health Plans.

## WHAT IS MEDICAL MANAGEMENT?

By Kim Kirk, Health Care Manager

Medical Management is often viewed as a negative part of health insurance coverage. However, Medical Management plays an important role in determining that members receive appropriate care.

The primary objective of Medical Management is to assure members receive all medically necessary services at the appropriate level and setting of care in a timely and efficient manner. This includes the evaluation of the appropriateness of care for both inpatient and outpatient services, during prospective, concurrent, and retrospective review of services. The Medical Management program is designed to ensure resource utilization issues are identified, documented, and reviewed and the appropriate improvement plans are initiated to address identified concerns in a consistent and timely manner.

We are committed to promoting health care excellence, operating with integrity and accountability, and fostering creativity and innovation. Medical Management is one process that helps us achieve this commitment.

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](mailto:Compliance@AlliantPlans.com)

**COMPLIANCE HOTLINE**



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