ALLIANT HEALTH PLANS

ON THE Move

JUNE 2017

IMPORTANT REMINDERS

- Visit the Quick Connect Library to view informational flyers.
- CMS recently announced an extension of transitional policies through the end of 2018. Transitional plans must now end by December 31, 2018. Please contact your Broker/Client Relations Representative with any questions.
- For groups with 19 or fewer employees, when terminating a member who wishes to receive state continuation, please make a note on the Group Administration Form/Termination request indicating that State Continuation paperwork is to be sent to the member. Information is only sent if noted in the request.
- To ensure the highest level of security for our members' information, you will be asked to change your password the next time you log into the Broker Sales Portal. The complexity requirements for a password have also increased. We appreciate your diligence in protecting members information.

LET'S BE FRIENDS!

Like us on Facebook, follow us on Twitter, Pinterest and Instagram.

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

Fax
(866) 634-8917

ARREARAGE COLLECTIONS

A member whose coverage terminates due to non-payment is responsible for the remaining balance. In accordance with new CMS guidelines, all payments are applied to premium debt incurred within the past twelve months before being applied towards new enrollment premium.

Therefore, a member who has terminated due to non-payment and chooses to re-enroll will be responsible for full payment of past due premium and the binder payment necessary for enrollment.

Note that members who receive a subsidy and terminate at the end of the 3-month grace period are responsible only for premium debt incurred during the period of time during which they had coverage.

Please contact your Broker/Client Relations Representative with any questions.

NEW AUTO PAY FORMS

For members who submitted their Auto Pay (EFT) forms prior to December 2015, please complete and submit a new form in order to comply with banking regulations. The Auto Pay form may be found at AlliantPlans.com.

IMPROVEMENTS AT ALLIANT

With growth comes change. To ease administrative confusion, we have combined Group and Individual services. Brokers now have one point of contact for escalated issues. Broker/Client Relations Representatives are reaching out to their brokers over the next several weeks. As always, please contact Customer Service in order to address standard requests or issues by calling 800-811-4793.

2018 MARKETING AREAS

For the 2018 plan year, we will not actively market in Rating Areas 2, 3 & 4. Members who currently reside in these areas will receive notification via mail. Copies of the notification will be emailed to brokers of record and included in the Broker Sales Portal. If you have questions, please contact your Broker/Client Relations Representative.

Check out our new commercial shown on WDEF as part of It's Our Town feature

COMPLIANCE HOTLINE

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

AlliantPlans.com ‖ HIPAA & PHI ‖ Language Assistance ‖ Non-Discrimination ‖ TTY/TDD