Provider Search Instructions
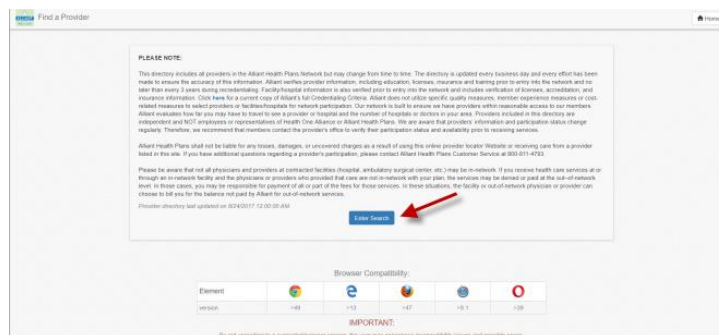
Step 1: Go to AliantPlans.com

Step 2: Click Find a Provider

Step 3: Read the disclaimer and note the Browser Capabilities, then click Enter Search

Step 4: Choose <u>one</u> of the three search options

- **Search by My Member ID** - searches the network(s) associated with your plan
- **Search by Network** - allows you to select one of three networks to search (Alliant Health Plans, PHCS Outside Alliant Network or PHCS Primary) - The search will be defaulted to the Alliant Health Plans NetworkSelect a network to search in the dropdown menu.
- **Search by all Alliant Networks** – searches ALL THREE networks

4a. **Search by My Member ID** – Enter your Member ID (refer to your Alliant ID card) which begins with either "AM," "AS" or "000" followed by numerals. Click "Where do I locate my Member ID" for an illustration of where to find your Member ID on your Alliant ID card.

After submitting your Member ID Number, you will be taken to a page with search filters. Skip to Step 5 for instructions on using the filters.

OR

4b. **Search by Network** - Select the network you want to search (Alliant Health Plans Network, PHCS Outside Alliant Network or PHCS Primary). Alliant Health Plans Network will be the default network shown.

After selecting your network and clicking search, you will be taken to a page with search filters. Go to Step 5 for instructions on using the filters:

OR

4c. Search by All Alliant Networks – Selecting this option will search for in-network providers in Alliant's networks. (For members with PHCS, go to PHCS.com to search for providers.)

Selecting this search option you will be directed to a page with three search filter options. Go to Step 5 for instructions on using the filters.

Step 5: On the Filter Page, select one of three filter options (**Search by Location, Search by Name or Search by Specialty**).

5a. **Search by Location** – In the "Enter Location or Zip" field, type your city and state OR your zip code. Next you will need to select a proximity from the pull-down menu in the "Proximity" field. The proximity field narrows your search for a provider within a specified distance from your location.

5b. **Search by Name**: Enter the name of the provider you wish to locate (Last name, first name, if known. Or, last name only). Completing this field is mandatory. If you choose, you can further narrow your search by entering a city, state or zip code, and/or the name of the Provider's Group (also known as a Practice Name). After entering information in the required and/or optional fields, click the search button.

Step 5c: **Search by Specialty** - Select one of the three provider types from the list (Physician/Practitioner, Hospital/Facility, or Ancillary/Other). After clicking a provider type from the list, a pull-down menu appears with additional search options.
- Physician/Practitioner
  - Primary Care - PCP providers (Family Practice, Internal Medicine, etc.)
  - Specialty Care - SCP providers (Gastroenterology, Cardiology, etc.)
  - Other - Allied providers (Optometry, Psychology, Physical Therapy, etc.)
  - All - all the above

- Hospital/Facility
  - Hospitals
  - Hospitals, Long Term
  - Behavioral Health Facilities, in-patient

- Ancillary/Other
  - Ancillaries (Durable Medical Equipment, Ambulatory Surgery Centers, etc.)
  - Urgent Care Centers and Practitioners

After inputting your selection(s) for your search, your results will appear.

Step 6: An example of a results page is below. The results page will display the Provider's name, gender, language(s) spoken, practice name and office hours, service locations, as well as indicate if a provider is accepting new patients, Board Certification status (if applicable), hospital affiliation (If applicable), specialty and Alliant Health Plans Networks. There is also a link to maps for directions. Your results can be printed.

Step 7: The results page will display your search criteria on the left-hand side of the page. If you want to change your search criteria, you may alter the information in this area.

Step 8: Print your results, if desired, by choosing the print icon at the top right corner of the results page.

Step 9: Starting a New Search

Step 9a: From the search page, click the hyperlink "Select Your Network," which will take you to the search page displaying three search options. See Step 4.

OR

Step 9b: You can click the "Home" button to return you to the AlliantPlans.com homepage. Go to Step 1 for instructions on starting a new provider search.

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.

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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, કૉલ 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.

እርስዎ፡ ወይምእርስዎየሚፃግቸትግለሰብ፡ ስለAlliant Health Plansፕያቄካላቸሁ፣ ያለምንምክፍያበቋንቋዎእርዳታና መረጃየማግኘት መብት አላቸሁ። ከአስተርጓሚ ጋር ለመነ ጋ ር፤ (800) 811-4793 ይደዉሉ።

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 भाषषए से बात करने के लिए, (800) 811-4793 पर कॉल करें।

Si oumenm oswa yon moun w ap ede gen kesyon konsènan Alliant Health Plans, se dwa w pou resevwa asistans ak enfòmasyon 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.

إن كن الديك أو لدى شخص تساعدهُ أسئلة بخصوص Alliant Health Plans، فلديك الحق في الحصول على المساعدة و المعلومات الضرورية بلغتك من دون اية تكاليف. للتحدث مع مترجم اتصل ب(800) 811-4793.

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.

اگر شما، یا کسی که شما به او کمک می کنید، سوالی در باره ی Alliant Health Plans داشته باشد، این حق را دارید که کمک و اطلاعات به زبان خود را بدون هیچ هزینه ای دریافت نمایید. برای صحبت با یک مترجم با 4793-811 (800) تماس بگیرید.

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).