



ON THE Move

AUGUST 2017



IMPORTANT REMINDERS

- Visit the [Quick Connect Library](#) to view past informational flyers.
- We now refer to EFT as Auto Pay. As such, the email address is now AutoPay@AlliantPlans.com.
- Broker of Record changes are not retroactive. Changes become effective on the first of the month following submission. Click [here](#) for more detailed information.
- Commission statements are delivered electronically. Only brokers who receive paper checks will receive mailed statements.
- Current and past notices for formulary changes are found on our website under the Broker Tab in the Featured Services menu. Select the Formulary & Network Announcement [link](#).
- To ensure the highest level of security, you will be asked to change your password the next time you log onto the Broker Portal. The complexity requirements for a password have also increased. We appreciate your diligence in protecting member information.
- To ensure renewals are fully processed in a timely manner and your clients' needs are fully met, please submit all renewal paperwork by the 15th of the month prior to the renewal date.

NAVITUS FORMULARY CHANGE: LIDOCAINE

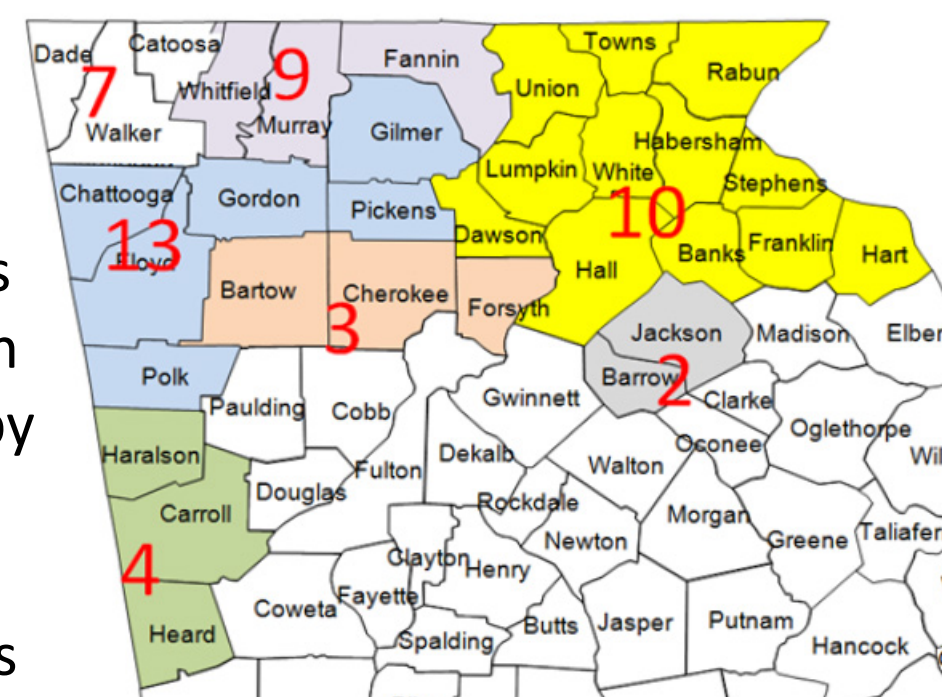
For members using Lidocaine 5% ointment, Navitus sent a letter explaining a change in coverage options on the formulary. Click [here](#) for a copy of the letter.

WHERE TO FIND A COPY OF THE CERTIFICATES OF COVERAGE

REMINDER: Certificates of Coverage (COC) for all products can be found on AlliantPlans.com. Visit the Member, Employer or Broker tabs and click the Forms and Documents link. You will find the COC on the Forms and Document pages.

TERRITORY CHANGES

For the 2018 plan year, we will not actively market in Rating Areas 2, 3 & 4. IFP members who currently reside in these areas will no longer have Alliant coverage as of 12/31/2017 and have received notification via mail. A listing of the members affected by this change have been distributed to the Brokers of Record. If you have questions, please contact your Broker/Client Relations Representative.



STATE CONTINUATION REQUEST

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 paperwork should be sent to the member. Information will only be sent if a request is received.



NEW Hours of Operation for Customer Service

Monday – Friday
9 a.m. – 5 p.m.

(800) 811-4793

Beginning Monday July 31st, 2017

CUSTOMER SERVICE

Hours of Operation
Monday-Friday, 9 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

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](#)