



# ON THE Move

## IMPORTANT REMINDERS



JULY 2016

- For enrollment, eligibility updates, and processing use the [Broker Portal](#). Need training? Call the Sales department at 877-668-1015.
- We no longer accept or process incorrect or unsigned AOR forms as of August 1st.
- Enrollments outside of Open Enrollment must be due to a Qualified Life Event triggering a Special Enrollment Period (SEP). For your convenience, here is [CMS' quick list of SEPs](#).

## CHANGES TAKING PLACE JULY 1, 2016

Effective July 1, 2016 Alliant implemented the following changes:

1. List-Bills ended on June 30, 2016. Due to the explicit IRS prohibition that employers may not pay for employees individual coverage, we discontinued offering list-bill invoicing on June 30, 2016. The potential liability for employers and Alliant is too great to accommodate the few that were using a list-bill. We notified members who were on list-bill, as well as the list-bill contact, prior to April 1, 2016. Members who were on a list-bill account had invoices mailed to the mailing address we have on file, beginning with the July 1, 2016 invoice.

2. Non-Metal SoloCare Plans were sunsetted on June 30, 2016. As previously announced, we notified this small number of subscribers by mail of the sunset date, and provided them information on where to find Alliant's alternative plans. The sunseting of these plans created a Qualifying Life Event that made these members eligible for a Special Enrollment Period (SEP).

3. As previously announced, Alliant pays standard commission on those members that were enrolled in a SEP due to the sunseting of the plans announced above.

If you have any questions, please contact the Sales Department at 877-668-1015.

## CUSTOMER SERVICE

Hours of Operation  
Monday-Friday, 8am-5pm

Phone Number  
(800) 811-4793

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

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

Fax  
(866) 634-8917



## 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](mailto:Compliance@AlliantPlans.com)

## NEWS

### SOLOCARE WARNING LETTERS

For a few SoloCare members in their grace period, warning letters went out in April that included the wrong catch-up premium amount due. The issue was corrected and letters with the corrected premium amount were mailed in May. If you have clients with questions, please call Customer Service.

### COMMISSION PAYMENT - 12 MONTH LOOK BACK

As a clarification on our commission research policy, we research commission payments from the past 12 months only. Please review current commission statements immediately.

welcome summer



UPDATES

- [Agent of Record form](#)
- [Asthma and COPD Letters](#) were sent out to specific members
- [Navitus EHB Formulary](#)
- [Navitus Commercial Formulary](#)
- [Transplant facilities](#)
- [PHCS Carve Out List](#)

Please check out our [website](#) for the most current forms.

CO-PAY POLICY REMINDER

The Office Visit co-pay includes the following services when an Evaluation and Management (E/M) service is charged: Non-surgical injections and medicines, Laboratory/Pathology, Diagnostic testing and X-rays. All other services performed in an office setting, with or without E/M service, are subject to deductible and coinsurance.

Urgent Care co-pays: As the number of offices operating as true urgent care facilities is increasing in the Alliant network, we evaluate and update policies surrounding urgent care co-pays. Urgent Care co-pays are applied to all visits where providers have requested to be loaded as Urgent Care and on all claims billed with a place of service 20 (POS 20). Please contact Customer Service at 1-800-811-4793 with questions.

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2016 ALLIANT HEALTH PLANS SCHOLARSHIP PROGRAM

Five winners of the second annual Alliant Health Plans Scholarship were recently recognized at award ceremonies at their respective high schools. Each recipient and their parent(s) received a \$1,500 check made payable to their college or university of choice, along with a framed copy of their winning essay. Selected from tens of applications from Whitfield County or the City of Dalton high school students, the scholarship recipients were chosen based on his or her distinguished academic record, demonstrated school or community leadership and outstanding character. As a new criterion, finalists were also evaluated on an essay that explained the pivotal role their parent(s) played in their academic success.

The winners include • Northwest Whitfield County High School - Thelma Aguilar Gutierrez and parents Maria del Carmen Gutierrez and Luis Angel Duarte.

- Southeast Whitfield High School - Shelbi Bryan and parents Pam and Joe Bryant were recognized.
- Dalton High School - Hellen Cruz and her mother Guillermina Cruz; Blayne Thomason and her parents Blake and Traci Thomason; and Omar Lopez and his parents Angelica and Bernardo Lopez.



Alliant Health Plans does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

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