

hello  
OCTOBER

# ON THE Move



## IMPORTANT REMINDERS

OCTOBER 2016

- Alliant will be participating in the Erwin Mitchell Community Health Fair on October 8 from 9:30 a.m. to 2:00 p.m.
- Alliant is having a [Fitbit drawing](#) to encourage members to take a health risk assessment located on PHRAnywhere. Drawing closes October 31.
- 2017 rates for IFP and small group plans are available on our website. Brokers can request a meeting with their account executive for a briefing.
- AHPAssist.com is no longer available. Information can now be accessed at [AlliantPlans.com](#).

## COMMISSION PROCESS CHANGE - STARTING JULY 2016

In accordance with CMS guidelines, commissions cannot be paid by Alliant on marketplace products unless the broker is certified by CMS on the effective date of the policy and their NPN is included in the application.

## BROKER 2017 CMS CERTIFICATION NOW OPEN

Remember to renew your CMS certification before the 2017 open enrollment period, November 1, 2016 - January 31, 2017. Submit your certifications to [AOR@alliantplans.com](mailto:AOR@alliantplans.com). NPN's must be current in CMS's system prior to January 1, 2017. Plan Year 2017 Federally Facilitated Marketplace registration and training are now available for agents and brokers on the CMS Enterprise Portal. CMS has posted a number of new resources related to PY 2017 registration and training on the [Agents and Brokers Resources web page](#) that highlight updates and improvements to the process for this year.

## NEW PAYMENT ADDRESS

Attention Members! The payment PO BOX address has changed.

Mail all payments to:  
**PO BOX 2627**  
**Dalton, GA 30722**

## 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

## POLICY REMINDERS

Below are important reminders of group policies.

[60-day deadline for all group coverage changes](#)

[31-day grace period](#)

## FOLLOW US



*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.*

## 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)