



ON THE Move

SUMMER 2018



IMPORTANT REMINDERS

- Visit the [Quick Connect Library](#) to view past flyers.
- An updated instruction guide for the Alliant ID Card Mobile App is available [online](#).
- The [Auto Pay Form](#) is found on AlliantPlans.com. Members can email their completed Auto Pay form to AutoPay@AlliantPlans.com.

CLAIMS ISSUE RESOLUTION PROCESS

As an NCQA Accredited Quality Health Plan, Alliant Health Plans has multi-level resolution process for issues. Please review the processes shown below.

- Step One: Contact Customer Service at (800) 811-4793
 - A CSR will assign a reference number for future reference. Please allow 15 to 30 days for the issue to be researched.
- Step Two: If a CSR is unable to resolve the issue, please contact your Broker/Client Relations Representative for further investigation.
 - Provide all issue related correspondence and reference number.

RENEWALS MADE NEW!

You spoke and we listened! We updated the renewal packet to provide better information and an easier to read format. A few changes you'll notice:

- New Renewal Letter
- Updated instructions for timely processing of your renewal
- New Group Health Plan Renewal Form
- Benefit descriptions included with each plan offered
- Group Dental Plan Options and Rates

NATIONAL IMMUNIZATION AWARENESS MONTH

August highlights the importance of vaccinations for people of all ages and backgrounds. Communities across the country use this month each year to bring awareness to the important role vaccines play in preventing serious and sometimes deadly diseases. It is vital for both children and adults to keep their vaccinations up-to-date. For more information, please visit www.nphic.org/niam.

BROKER PORTAL

Here are the top four reasons you should access your broker portal:

- Quote and enroll SoloCare and SimpleCare small groups
- Request enrollment changes
- Request Member ID cards/print temporary ID cards
- Access clients' invoices

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](#)

LET'S BE FRIENDS!

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CUSTOMER SERVICE

Hours of Operation
Monday-Friday, 9 am - 5 pm
Phone Number
(800) 811-4793
TTY/TDD / Language Assistance
(800) 811-4793
Email
CustomerService@AlliantPlans.com
Fax
(866) 634-8917