

INTRODUCTION

Welcome to Health Alliance Medicare

This manual is intended as a reference and resource guide for participating Health Alliance Medicare providers and their office staff. Our primary goal in our association with our participating providers is to develop a mutually beneficial relationship that results in the delivery of the highest quality of care to our members.

As a provider, you are integral to successfully coordinating and providing medical care to our members. Your independence and clinical freedom are essential to program effectiveness. The better you understand the Medicare product and procedures, the greater the likelihood of success in practicing quality, cost-effective medicine with an emphasis on patient education, health promotion and disease management. This requires all our participating providers to cooperate and comply with the terms of the Participating Provider Agreement and to fulfill their responsibilities set forth in the agreement and this manual. Health Alliance Medicare will update this manual at least annually. Your input is greatly appreciated. If you have questions or comments, please contact your provider relations specialist (PRS).

Who We Are

Health Alliance Medical Plans is the largest health insurer in downstate Illinois, with member-focused health plans in four states—Illinois, Iowa, Indiana and Ohio. Our sister company, Health Alliance Northwest, began offering coverage in Washington in 2014. In January 2021, FirstCarolinaCare Insurance Company in Pinehurst, NC, integrated with Health Alliance. Our nearly 700 employees serve more than 240,000 members across all six states.

Health Alliance:

- Has been driven by doctors for almost 40 years.
- Helps close the gap between patients, doctors and insurers.
- Keeps healthcare decisions where they belong—between patients and doctors.

Health Alliance Medical Plans, Inc. is a domestic stock insurance company organized under the laws of the state of Illinois in November 1989. Health Alliance is a wholly owned for-profit subsidiary of Carle Health system in Urbana, Illinois. CarleCare, Inc., predecessor of Health Alliance,

INTRODUCTION

was organized in 1979 as an HMO. Health Alliance Midwest, Inc. is a wholly owned profit subsidiary of Health Alliance Medical Plans.

Plans We Offer

Health Alliance administers many different product lines and plans, and members should be referred to our Member Services Department for clarification of coverage issues.

We offer health insurance products such as HMO, PPO, and POS plans. We are also a third-party administrator for self-funded employer plans. The following is a brief description of our products.

Health Alliance Health Maintenance Organization (HMO):

- Represents both a non-federally qualified HMO and federally qualified HMO product.
- HMO members select a primary care provider (PCP) to coordinate their care.
- Requires physician office visit copayments and inpatient hospital copayments.
- All covered services must be provided by a Health Alliance HMO provider, except in emergency or urgent care situations.
- Referrals to contracted specialists may require a PCP referral.
- Tertiary referrals require a PCP referral and written preauthorization from a Health Alliance medical director.

Health Alliance Point of Service (POS):

- A combination of an HMO plan (with fixed copays and an annual out-of-pocket maximum) and an Indemnity plan (with limited out-of-network coverage).
- Coverage is determined at the point of service, depending on which provider members see.
- Members choose a PCP to coordinate their care.

Health Alliance Preferred Provider Organization (PPO):

- Members are not required to select a PCP.
- There is a financial incentive for members to receive care from in-network providers.
- Members may seek services from non-preferred providers and are responsible for a higher deductible and percentage of coinsurance (except for emergency or urgent care situations).

INTRODUCTION

Third Party Administration (TPA):

- Health Alliance is licensed to provide Administrative Services Only (ASO) for self-funded employer plans.
- On behalf of the employer, we process claims and perform utilization management activities.
- The employer takes on the financial risk for the utilization of the group.

Contact Information

Headquarters

Health Alliance
3310 Fields South Drive
Champaign, IL 61822
(800) 851-3379 (option 3 for provider services, option 4 for Pharmacy Department)
Fax: (217) 902-9705

Other Offices

Health Alliance
2040 W. Iles Ave., Suite B
Springfield, IL 62704
(888) 465-0022
Fax: (217) 698-8679

Health Alliance Northwest (Confluence)
316 Fifth St.
Wenatchee, WA 98801
(877) 750-3517 (option 3 for provider services, option 4 for Pharmacy Department)
Fax: (509) 662-0735

Health Alliance Northwest (SignalHealth)
1701 Creekside Loop #100, Building 11
Yakima, WA 98902
(877) 750-3517 (option 3 for provider services, option 4 for Pharmacy Department)

Other Phone Numbers

TTY Services: 711

Compliance Line: (217) 902-9134

INTRODUCTION

The Compliance Line is for confidential reporting of potential fraud, abuse and any privacy concerns and is available 24 hours a day, 365 days a year.

Other Fax Numbers

Department or Purpose	Fax Number
Claims Department	(217) 902-9777
Provider Network Management Department	(217) 902-9701
Provider Service Coordinators (inquiries and appeals)	(217) 902-9702
Pharmacy Department*	(217) 902-9798
Medical Management Department (prior authorizations)*	(217) 902-9771
Acute inpatient notification/reviews	(217) 902-9750
Preauthorization requests for SNF	(217) 902-9712

*You can also submit prior authorization requests through [Your Health Alliance for providers](#).

Websites

Visit HealthAllianceMedicare.org then choose “Find a Doctor” or “Find a Pharmacy” at the top to view our provider or pharmacy directories.

Register and log in to [Your Health Alliance for providers](#) to stay up-to-date on important announcements, check and review claims and authorizations, submit preauthorization requests, connect to important resources and more. See the [YourHealthAlliance.org Provider and Office Personnel Guide](#) for more information.

If you have a question about using our website, please email PSC@healthalliance.org.