

Talking Points: Health Alliance Extends Coverage for Disaster Areas

Q: What counties are affected?

A: Cook, Kane, Lake and McHenry counties in Illinois

Q: If I'm a member and live in one of these counties, what does this coverage extension mean for me?

A: If you have received a cancellation or nonrenewal notice on after 7/12/17, we are withdrawing that action. Also, we will not begin issuing cancellations or nonrenewals for nonpayment until September 30.

Q: What if I am still unable to make a payment after September 30?

A: This would be handled on case by case basis and will depend on your particular circumstance.

Q: What if my provider has delays submitting claims for care?

A: We are giving providers an additional 60 days from the last date allowed for claims submission. They should still aim to get a claim in as quickly as possible.

Q: What if I have a complaint about how Health Alliance handled my extended coverage?

A: You can call the Illinois Department of Insurance's toll-free complaint hotline, 1-866-445-5364.