



Provider Network Changes April 2015 FAQ

Q: Why did Health Alliance change its tertiary provider network?

A: In the past, Health Alliance used a very broad rental network to access providers in the Chicago and St. Louis areas. We have narrowed the tertiary network and moved back to more direct relationships with our network providers to ensure members continue to have access to quality providers outside their primary networks.

Q: What is the difference between *primary* network and *tertiary* network?

A: A referral to a provider in the tertiary network requires preauthorization from Health Alliance. A referral to a provider in a member's primary network does not require preauthorization from Health Alliance. The tertiary network providers are specific health systems offering services not available within the primary network, or with more experience in specific services or cases. An additional preauthorization may be required for the services (tests/procedures) to be provided, regardless of whether the provider is in the member's primary or tertiary network.

Q: How do office staff and physicians know which providers are in the tertiary network?

A: We have created a list that can be viewed through the Provider Portal of YourHealthAlliance.org. By mid-June, the portal will also offer a searchable tertiary provider directory. We know it's critical for physicians and office staff to have up-to-date information at their fingertips, and YourHealthAlliance.org is the most efficient way to do that.

Q: Can preauthorization requests for referrals to tertiary providers be completed in Clear Coverage?

A: No. Clear Coverage is used for preauthorizations of medical procedures and tests. We have created an online preauthorization request form for referrals to tertiary providers and other services outside Clear Coverage. You can find the form on YourHealthAlliance.org. Simply follow the instructions for "File at Health Alliance." You can upload medical records or notes and track the request through the process.

Q: Who can we call with questions regarding the network?

A: Health Alliance Customer Service reps are ready to help answer any question. Just call **1-800-851-3379, option 3**.

Q: How do providers and office managers get access the Provider Portal?

A: Go to YourHealthAlliance.org and click "Register" to request access.

Q: Who do we call if there are questions or issues with the website?

A: Health Alliance has a dedicated team of provider service coordinators who can assist you with any website issues or questions. Give them a call at **800-851-3379, extension 4668**.