

▶ NEW TRANSPARENCY TOOLS.....1

▶ IMPORTANT INFORMATION ABOUT CIGNA.....2

▶ EFT AND PAYPLUS SOLUTIONS.....3

ALLEGIANCE *providers*

NEWS AND INFORMATION FOR ALLEGIANCE
PROVIDER DIRECT, LLC PROVIDERS
VOL. I, ISSUE 2

New Transparency Tools

Starting this year, members of Allegiance’s self-funded and fully insured plans will have the option to access Healthcare Blue Book (HCBB), an online transparency solution that provides an estimate of Fair Market Price* and quality comparison for common medical procedures. Using our claims data, HCBB ranks in-network healthcare providers as green, yellow, or red based on the provider’s allowable charges. This service will provide our members with greater predictability and awareness of the costs associated with their medical procedures, and will allow them to make informed decisions when purchasing medical services. By providing more comprehensive information related to the costs associated with “shoppable” procedures, our members have the opportunity to take a greater involvement in their healthcare choices. Many providers and payors agree that increased patient involvement in healthcare decision-making can lower costs and errors while improving the success of treatment regimens. More information regarding HCBB can be found at their website: <https://www.healthcarebluebook.com/>



Healthcare Blue Book

*HCBB Fair Prices are based on the allowed amount from paid claims data and generally fall between the 33rd and 55th percentile by volume of cases

Go Green and Receive Newsletters by Email



Go Green! Would you like to receive newsletters and other education correspondence by email? Would other members of your organization like to receive this information as well? Send us an email with the recipients’ names, titles, and email addresses to ADirect@askallegiance.com. Your email will only be used for the purposes of provider education and correspondence, and is not shared outside of Allegiance Benefit Plan Management.

Working with Cigna Members Who Access Allegiance



Claims Submission, Authorization, and Contact Info

Send all Cigna medical claims (except Medicare secondary) to:

Payor ID: 81040

PO Box 3018

Missoula, MT 59806-3018

Send Medicare secondary claims directly to Cigna at the address on the patient's medical card

Pre-Authorization and Certifications

All pre-authorizations and certifications for Cigna members should be directed to Cigna. Authorizations and certifications can be obtained by phone or online at the information below.

Contact Information

Claims processing, status,
and payment information:

(800) 882-4462

www.cignaforhcp.com

Allowable charge
and contract information:

(406) 523-3136

adirect@askallegiance.com

Which Cigna Plans?

All patients whose policy includes access to a Cigna provider network (including Cigna Open Access, PPO, etc.) will need their Montana medical claims priced by Allegiance. These plans include, but are not limited to: Cigna, Cigna/Great West, Starbridge/Beech Street, the State of Montana Employee Plan, and any member with a Cigna logo on their card.

Claims Processing Summary

Re-pricing

Claims are re-priced according to Allegiance's contracted rates

Processing

Claims are forwarded electronically to Cigna for benefit processing

Payment

Claims are processed for payment by Cigna or the Cigna affiliated TPA according to patient's benefits and plan documents

AllegianceProviderDirect.com

Your starting point for Allegiance news, updates, forms, and information

Please visit our online provider portal, www.AllegianceProviderDirect.com for the most current information regarding Allegiance members and plans as well as forms to keep Allegiance updated on changes in your practice. Timely updates are necessary to ensure accurate network status and efficient claims processing.



- Address Change
- Provider Add
- Credentialed Status
- Current Allowable Charges
- Current Newsletter
- Verification of Benefits
- Frequently Asked Questions
- Claims Processing Flow
- Change of Billing Information
- Become a Provider

Electronic Funds Transfer and Pay-Plus Solutions

Allegiance encourages providers to take advantage of the ease, efficiency, and security of electronic funds transfers when receiving payment for services. To help make this option more accessible to our providers, we recently chose to partner with Pay-Plus Solutions, a leading EFT vendor. Pay-Plus Solutions offers a variety of options for receiving payments and can help streamline your revenue cycle. Pay-Plus is available at your convenience to help set up the payment option that best suits your practice's needs.

Contact Pay-Plus Solutions: (877) 828-8834

About Allegiance Provider Direct, LLC

Allegiance Provider Direct LLC is the preferred provider network serving Allegiance Benefit Plan Management (ABPM) and Affiliates. Originally founded in Missoula, Montana in 1981 as Intermountain Administrators, ABPM remains a company focused on serving our clients, and the individuals and families they represent, as an advocate for high-quality, affordable healthcare.

ABPM develops and administers employee benefit plans for companies, associations, and government agencies. The majority of our health plans are self-funded, meaning that all cost-savings are directed back to the sponsoring employers and their hardworking employees.

While our company and network have grown significantly

over the years, ABPM's goal remains to provide the highest possible level of service to our thousands of members, many of whom are not just your patients but, in our Mountain West communities, also your neighbors, friends, and family members.

Allegiance Provider Direct extends this focus on service to our providers. Our members depend on you for the health-care services they need, and your participation in our network ensures that the associated costs are reasonable and manageable. We know that you need to spend your time with your patients and not dealing with insurance companies. As such, we are continually working on ways to improve your interactions with Allegiance, making sure they are stress-free, efficient, and informative.

IN THIS NEWSLETTER:

- Important information about working with Cigna-affiliated members and health plans who now access Allegiance Provider Direct
- New transparency tools for Allegiance members
- Expanded options for EFT payments through PayPlus Solutions



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