The Year in Review

Our Montana-based network and company has grown significantly in the past few years. Allegiance added almost 50,000 new members in 2012, boosting our current status as one of the top commercial payers in Montana.

While we are excited about our current growth, we are also committed to maintaining the high level of service that has characterized Allegiance throughout our three decade history in Montana. In the coming year, we are looking to improve the services available to our providers online, making routine updates easier and information more accessible. In 2013, we will continue to adapt to the ever-changing healthcare sector to better serve you as our preferred providers, and help you better serve our members.

EFT and 835 EOBs
Save time and get paid faster

If you currently receive paper checks and EOBs, you can save considerable time and effort by signing up for Electronic Fund Transfers (EFT) and 835 electronic Explanation of Benefits (EOB). Reimbursements can be transferred directly to your practice’s bank account, significantly decreasing the time between claims processing and payment, getting money back into your practice sooner. Your staff will no longer have to sort through stacks of mail and spend hours dedicated to data entry. Instead, all information can be processed electronically, and you and your staff can spend your time and expertise with patients.

In addition, you can keep electronic records of all of payments. If you prefer paper records, you can still take advantage of the quicker turn-around time of EFT and simply print hard copies to file away. Allegiance encourages our providers to consider EFT payment and 835 EOBs. It can help make managing your practice’s finances and records easier while streamlining the payment process.

If you are interested in signing up for EFT and 835 EOBs please contact Allegiance Direct at adirect@askallegiance.com.
Starting January 1st, 2013, members of Cigna-affiliated health plans, including the State of Montana Employee Plan and the Sisters of Charity Employee Plan, will have access to Montana providers for medical procedures through the Allegiance Direct PPO Network. We are excited for the opportunity to provide a quality, local network to Montana-based Cigna members.

We are working to make this transition as smooth as possible, but we need your help. Please take the time to look on the Cigna online provider search (http://www.cigna.com/web/public/hcpdirectory). If you find that any information for your practice is incorrect, please let us know. An up-to-date listing helps their members confirm your in-network status and find useful contact information for your practice. If you need to update any information please refer to our online provider information update (see page 3).

Credentialing
Be on the lookout for additional credentialing information. Providers who have not recently completed credentialing information for Allegiance should look for an application in the mail. If you have not completed a credentialing application, note that you will be unable to serve Cigna members until your credential status is verified. If you would like to verify your status, refer to our new online credentialing verification (see page 3).

Submitting Claims for Cigna Members
Any Allegiance providers who have signed the recent amendment can provide services to Cigna members at Allegiance’s contracted rates (note that this applies only to medical claims; Cigna does not use the Allegiance network for dental claims). Whenever you see a Cigna member, you can send the related claims to Allegiance. Allegiance will then send these claims to Cigna, where their groups will pay them. If you notice any irregularities with the way your Cigna claims are processing please consult our online Cigna FAQ, which will help you determine the best way to resolve the issue.

We value the dedication of our Montana providers, and we know that you deal with extraordinary circumstances in providing high-quality healthcare to Montanans. It is our hope that this transition will bring more patients to your door and peace of mind to Cigna-affiliated members.

**Working with Cigna Members Who Access Allegiance**

What to remember when working with Cigna-affiliated members

**Starting with date of service 1/1/2013 and beyond**
- Cigna-affiliated health plan members have a Cigna logo on their cards (see sample)
- Send all Cigna patients’ claims to Allegiance for medical and vision claims in Montana only; no dental claims can be processed
- Direct all concerns related to network discounts to our help line: adirect@askallegiance.com

**Verification of Benefits**
- For Cigna members, please register and use: www.cignaforhcp.com
- or call Cigna at: (866) 494-2111

**Allegiance provider with Cigna questions?**
Visit AllegianceProviderDirect.com for our Cigna Frequently Asked Questions

This link will have our most up-to-date information regarding specific issues when working with Cigna members in Montana.
Helpful Features for Providers at AllegianceProviderDirect.com

As part of our ongoing effort to improve services for Allegiance Preferred Providers, we have made some upgrades to our website. Providers who visit our website will be able to take care of a number of routine updates that previously would have required multiple forms, phone calls and/or emails.

**Update Information**
You’ll notice four new links to help you keep Allegiance up-to-date with changes in your practice.

- **Address Change** - Use this link when your practice’s physical location is moving, whether it’s around the block or across the state. An accurate address helps our members locate providers who can conveniently serve them and helps bring more patients to your door.
- **Provider Add** - Use this link when there is a new provider joining your practice. Everyone who will be providing healthcare services needs to be registered with Allegiance. Timely registration ensures that there is no delay in claim processing and payment.
- **Provider Remove** - Use this link when a provider has left your practice for any reason. A provider who no longer works at your practice may continue to show up in provider directories distributed to members. Keeping us updated avoids the confusion that happens when a patient shows up to see a provider who is no longer available.
- **Billing Information** - Use this link when any tax or billing related information has changed.

**Current Allowables**
Use this link to request a fee schedule. Our fee schedules update annually, so this will help you stay on top of changes.

**Verify Credentialed Status**
If you need to check your credentialing status with Allegiance, fill out this quick and easy online form. Our provider relations team will reply with an update regarding your status and any relevant, additional information including new application materials.

**Verification of Benefits**
If you need to verify benefit information for an Allegiance member use our online Verification of Benefits. If you have a member’s social security or member ID number you can check their deductible status and estimate coverage and eligibility.

We hope that these tools will make your work as an Allegiance Preferred Provider a little bit easier. Questions regarding how to use these links or how to register can be directed to update@askallegiance.com.

Where to Find Our New Online Tools
- AllegianceProviderDirect.com
- Update Information
- Current Allowables
- Verify Credentialing
- Verification of Benefits

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 tight-knit, 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 healthcare 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.

We value your participation in our network and look forward to serving you for many years to come. Thank you for choosing to be an Allegiance Preferred Provider.
IN THIS NEWSLETTER:

- Important updates for working with Cigna-affiliated members and health plans who now access Allegiance Provider Direct
- New services on askallegiance.com to make updates and address changes easier and payment information more available
- How electronic fund transfers and 835 electronic EOBs can save you time and money