

Southern Illinois Healthcare

Information for Providers



Who is Allegiance?

OUR HISTORY



Originally founded in 1980, Allegiance has administered Self-Funded Health Plans for more than three decades.

- Over 100 clients across the country representing more than 237,000 lives.
- Clients include hospital systems, school districts and government organizations, insurance trusts, and MEWAs.
- Claims processing, customer service, enrollment, and all other services are coordinated from our corporate office in Missoula, MT.

Allegiance became a wholly-owned subsidiary of Cigna in 2008 enabling us to offer the flexibility and customized service of our TPA model alongside Cigna's extensive network and analytic products.

Allegiance and Southern Illinois Healthcare

OUR RELATIONSHIP

Effective January 1, 2016, the Southern Illinois Healthcare Health Plan will be administered by Allegiance.

Employees and their families will access the SIH facilities and the QHP providers as tier 1, the BJC collaborative for tier 2 and then Cigna OAP network of providers for tier 3.



Working with Allegiance



Working with Allegiance

PRE-CERTIFICATION / PRE-TREATMENT REVIEW

Pre-certification and Pre-treatment Review for services will be coordinated through *StarPoint Health Group*, an Allegiance company.

StarPoint's Nurse case managers and reviewers are available by phone at [\(800\) 342-6510](tel:8003426510)



Working with Allegiance

SUBMITTING CLAIMS

All medical claims are required to be sent to Cigna
PO Box 188061
Chattanooga, TN 37422-8061
or Payer ID: 62308

Cigna will forward priced claims to Allegiance electronically for processing.

Claims submitted electronically will be accepted or rejected based on an eligibility match. If rejected, the provider will receive a 999 response file. If submitted via paper and there is no eligibility match, the provider will receive the claim along with a form letter stating the member could not be found.



Working with Allegiance

CLAIMS PROCESSING/PAYMENT

All claims will be processed by Allegiance at its facility in Missoula, MT.

Checks and EOBs will come from Allegiance.

EFT/835's are available through PayPlus.

Information available by calling (877) 828-8770 or online at info@ppsonline.com.

Working with Allegiance

BENEFITS & QUESTIONS

Online Verification of Benefits (beginning 1/1/16) is available at: www.askallegiance.com/sih

Allegiance Customer Service is available from 7 am-7 pm CST, Monday through Friday at [**\(855\) 999-1052**](tel:8559991052)

An Automated Voice Response system (IVR) is also available 24/7/365 for claims and benefit information

Working with Allegiance

CLAIMS PROCESSING/PAYMENT OVERVIEW

| Process | Contact | Add'l Information |
|------------------|------------|--|
| Claim Submission | Cigna | PO Box 188061, Chattanooga, TN 37422-8061 Payer ID: 62308 |
| Claim Processing | Allegiance | (855) 999-1052 |
| Claim Status | Allegiance | (855) 999-1052 www.askallegiance.com/sih |
| Claim Payment | Allegiance | (855) 999-1052 www.askallegiance.com/sih |

Working with Allegiance

CLAIMS PROCESSING/PAYMENT OVERVIEW

| Process | Contact | Add'l Information |
|--|------------------------|--|
| Pre-Certification / Pre-treatment Review | StarPoint / Allegiance | (800) 342-6510 |
| Payment Refunds | Allegiance | PO Box 3018 Missoula, MT 59806 (855) 999-1052 |
| Pharmacy prior authorization | EnvisionRx | (800) 361-4542 www.envisionrx.com |
| Benefit Verification | Allegiance | (855) 999-1052 www.askallegiance.com/sih |

Additional Information



New Member Identification Cards

SAMPLE ID CARD (FRONT)



Questions?
1-855-999-1052
www.askallegiance.com/SIH



Member

Southern Illinois Healthcare
Group ID No.: 2003095
Covered Person: JOHN SAMPLE
Participant ID#: SMPL0001
Type of Coverage **Effective Date**
Medical Family 10/22/2010
Dependent(s)
JANE SAMPLE
JIMMY SAMPLE

Medical Plan

Open Access Plus
 "S"
No Referral Required

Pharmacy Plan

RxBin: 009893
RxPCN: ROIRX **ENVISION^{Rx}**
Helpdesk: 1-800-361-4542
website:
www.envisionrx.com

New Member Identification Cards

SAMPLE ID CARD (BACK)

Claims Submission

Submit Medical Claims to:
Cigna
PO Box 188061
Chattanooga, TN 37422-8061
Payer ID 62308

Utilization

Pre-Certification is strongly recommended for inpatient hospital stays. Pre-Treatment Review is strongly recommended for certain outpatient procedures listed in your Summary Plan Description. Report all emergency admissions within 72 hours. Call 1-800-342-6510 and follow your Plan's procedure for Pre-Certification and Pre-Treatment Review.

We encourage you to use a PCP as a valuable resource and personal health advocate.

Important Numbers

24 hour Verification of Coverage:
(406) 523-3199

Customer Service:
1-855-999-1052

Visit Our Website at:
www.askallegiance.com/SIH

This card does not guarantee eligibility or payment.