

PRISMA
HEALTHSM



Dear Team Member,

Effective Tuesday, Jan. 1, 2019, Prisma Health moved its plan administration over to Allegiance Benefit Plan Management, Inc (Allegiance). Here at Allegiance, we strive to provide unsurpassed, quality customer service. You have our commitment that we will respond to your benefits and claim needs in a timely manner and we will make the transition over to us as seamless as possible.

Allegiance ID cards

You should be receiving your Allegiance Identification card (ID card) shortly. To minimize any delay to your claims processing, we ask that you please present your new card to all your providers and your pharmacy so that they can update their file for claims submission for all claims after Tuesday, Jan. 1.

Claims

We will be processing all your claims that are incurred on or after Tuesday, Jan. 1. The addresses for 2019 claims are on the back of your new Allegiance ID cards. All claims prior to Tuesday, Jan. 1, should be sent to your current carrier.

Who can answer my questions?

Beginning Tuesday, Jan. 1, please don't hesitate to call us with any questions at **1-855-999-2271**. We offer a variety of tools to assist you with any questions you may have regarding your benefits or claims. You also have the option of getting additional information from our website at www.AskAllegiance.com/PrismaHealth. This website allows you to view current eligibility, to print your Explanations of Benefits (EOBs) and to locate providers. Refer to your employee benefit booklet for instructions on how to sign up for online access to your information.

Our business hours are Monday–Friday 10 a.m. - 7 p.m. EST, but our Customer Service Team has extended hours from 8 a.m. – 8 p.m. EST.

Sincerely,
Allegiance Benefit Plan Management, Inc.