

Prisma Health Upstate Network

Provider Education Q & A

Q: Will Allegiance send out the slides so they can be shared?

A: The deck will be available on www.AskAllegiance.com/PrismaHealth. You will need to click on the For Provider tab, then choose Tier 1.

Q: If providers can check benefits as of 12/17/2018, will the members have their ID numbers?

A: Yes, the ID cards will be mailed out by December 14th, 2018.

Q: When should employees expect to receive their ID cards?

A: The cards should be received by the week of December 17th, 2018.

Q: Will Prisma employees be able to run eligibility in EPIC or will eligibility need to be ran from the Prisma Health website?

A: If EPIC handles Prisma Health's 270/271 electronic eligibility and believes, then they can ping our system using the payer ID, 81040. Allegiance's system shows real-time.

Q: How soon are Prisma Health providers able to start pre-authorizations?

A: Once the phone lines are open on 12/17/2018, then you can start calling on procedures that will be performed after 1/1/2019.

Q: Is any provide that is part of the ACO, a tier 1 provider?

A: If you are contracted with Prisma/MyHealth First Network, then you would be a tier 1 provider.

Q: When can Prisma Health Providers register for access to the Allegiance website? Is there an administration required to set up access for their offices?

A: Providers are able to register now for access to the website. There can be multiple logins under one TIN. A system administrator is not necessary.

Benefit questions can be directed to our customer service at 855-999-2271.

Reminder: Prisma Health's customer service number will be open on 12/17/2018.