

Information for Providers

December 2018



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Who is Allegiance?

OUR HISTORY



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

- Over 150 clients across the country representing more than 400,000 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, Teachers Health Trust and WellHealth

OUR RELATIONSHIP

Effective January 1st 2019, Allegiance will be the third party administrator (TPA) for the Teachers Health Trust in Las Vegas.

WellHealth will continue to be the provider network utilized for the members under the plan.



Working with par8o

Referral Management System



PCP and Referral Requirements to Specialists

ENHANCEMENTS TO THE 2019 THT BENEFITS

Obstetricians, Gynecologists and Midwives as PCPs: THT is now allowing members to use their Ob/Gyn or Midwife as their PCP. This is a change from last year.

Use par8o System for Specialist Referrals: In order for members to receive the highest benefit and lowest office visit copay, PCPs will need to provide a referral to the appropriate specialist. The referral process is easily made—or received--using the par8o portal.

All PCPs Refer: For 2019, any WellHealth Community Medical Associates (WHCMA) contracted PCP can make a referral to a specialist. The PCP does not have to be the PCP the member elected during open enrollment.

Healthcare Advocates Refer New Patients Using par8o: Healthcare Advocates will now have the ability to refer new patients looking to establish with a PCP directly to network providers via the par8o system.



PCP and Referral Requirements to Specialists

EXPANDED FUNCTIONALITY AND USAGE OF PAR8O (REFERRAL MANAGEMENT SYSTEM)

Our network uses the par8o (the letter “o” not a zero) Referral Management System (RMS) to track referrals sent between network providers, ensuring that patients are directed to the appropriate in-network resource and are seen within a reasonable amount of time.

In addition, the par8o system allows us to quickly identify those patients who may qualify for one of our programs targeting the management of chronic care conditions such as diabetes or COPD.

**Provider Advocates are available to answer your questions
on how to use the par8o system.**



PCP and Referral Requirements to Specialists

PAR80 REFERRAL PORTAL HELP

par80 is an intuitive system to use, however, tutorials are available to help you refer with ease!

Providers *SENDING* referrals can visit:

<https://help.par80.com/help/sending-referrals-mgm-and-teachers-health-trust>

Providers *RECEIVING* referrals can visit:

<https://help.par80.com/help/you-received-a-referral-now-what>

Provider Advocates are available to answer any questions you may have on how to use the par80 system. Call them directly or call Network Relations at (702) 304-5788.



Working with Allegiance



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Working with Allegiance Care Management

MEDICAL PRE-CERTIFICATION / PRE-TREATMENT REVIEW

Pre-certification and Pre-treatment Review for services will be coordinated through ***Allegiance Care Management (ACM)***, an Allegiance company.

Allegiance Care Management Nurse case managers and reviewers are available by phone at **(800) 342-6510**

To view the pre-treatment spreadsheet:

- Go to the client specific web page: www.askallegiance.com/THT
- Click on the **For Providers** tab
- Once on the provider page, click on the Pre-Treatment Review/Pre-Certification link. On this page you will see Outpatient Pretreatment Review. This will be the page to search for whether a procedure needs to be reviewed.



Working with Allegiance

SUBMITTING CLAIMS

All medical claims for dates of service **1/1/2019** forward **must be** sent to:

Allegiance
PO Box 3018
Missoula, MT 59806

Payer ID: 81040

All 2018 dates of service and inquires follow the current process through THT.

Timely filing for WellHealth providers is 90 days
from the date of service.



Working with Allegiance

CLAIMS PROCESSING/PAYMENT

All claims will be processed by Allegiance

Checks and EOPs will come from Allegiance.

EFT/835 fulfilled by


(877) 828-8770 www.zelispayments.com



Working with Allegiance

BENEFITS & QUESTIONS

Online Verification of Benefits are available at:
www.askallegiance.com/tht

Allegiance Customer Service – (855) 999-1050

- Available from 5am-5pm Pacific, Monday through Friday
- Automated Voice Response system (IVR) is also available 24/7/365 for claims and benefit information

270/271, 276/277 Transactions

Allegiance Payer ID: 81040



Working with Human Behavior Institute

MENTAL HEALTH AND CHEMICAL DEPENDENCY PRE-CERTIFICATION / PRE-TREATMENT REVIEW

Pre-certification and Pre-treatment Review for Mental Health and Chemical Dependency services will be coordinated through **Human Behavior Institute (HBI)**.

HBI reviewers are available by phone at (702) 248-8866 or (800) 441-4483



Working with Allegiance

CLAIMS PROCESSING/PAYMENT OVERVIEW

Process	Contact	Add'l Information
Claim Submission – Medical	Allegiance	PO Box 3018 Missoula, MT 59806 Payer ID: 81040
Medical Pre-Certification / Pre-treatment Review	Allegiance Care Management	(800) 342-6510
Claim Refunds	Allegiance	PO Box 3018 Missoula, MT 59806 Payer ID: 81040
Customer Service/Claim Status/Claim Payment	Allegiance	(855) 999-1050 www.askallegiance.com/THI
Benefit Verification	Allegiance	(855) 999-1050 www.askallegiance.com/THI



Working with Allegiance

CLAIMS PROCESSING/PAYMENT OVERVIEW

Process	Contact	Add'l Information
Mental Health and Chemical Dependency Pre-Certification / Pre-treatment Review	Human Behavior Institute (HBI)	(702) 248-8866 (800) 441-4483
Pharmacy Prior Authorization	MedImpact	888) 648-6764
Vision Eligibility and Benefits	VSP	(800) 877-7195
270/271, 276/277 Transactions	Allegiance	Payer ID: 81040
EFT/835	Zelis	(877) 828-8770 www.zelispayments.com



Additional Information








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New Member Identification Cards

SAMPLE ID CARD (FRONT)

 TEACHERS HEALTH TRUST <i>For Teachers By Teachers</i>		Questions? 1-855-999-1050 www.askallegiance.com/tht	 Allegiance a Cigna Company
Member		Medical Network	
TEACHERS HEALTH TRUST		TIER 1	
Group ID No.: 2001042		Lowest Member Cost	
Covered Person: JOHN SAMPLE			
Participant ID#: SMPL0001		TIER 2	
<i>Type of Coverage</i>		Open Access Plus	
<i>Effective Date</i>			
Dependent(s)		Pharmacy Plan	
JANE SAMPLE		RxBIN: 003585	
JIMMY SAMPLE		RxPCN: ASPROD1	
		RxGRP: THT01	
			
		Prescription Drug Info: 1-844-336-2676	
		Pharmacist Call: 1-800-788-2949	
		mp.medimpact.com	



New Member Identification Cards

SAMPLE ID CARD (BACK)

Claims Submission

THT/WellHealth providers submit claims to:
Allegiance
PO Box 3018
Missoula, MT 59806
Payer ID: 81040

All other providers submit claims to:
Cigna
PO Box 188061
Chattanooga, TN 37422-8061
Payer ID: 62308

Allegiance Online Verification of Benefits:
www.askallegiance.com/ivr
270/271 EDI Transactions
Payer ID: 81040

Submit dental claims to:
Allegiance
PO Box 3018
Missoula, MT 59806
Payer ID: 81040

For Vision eligibility and benefits information call VSP:
800-877-7195

AWAY FROM HOME CARE

Utilization

Call 1-800-342-6510 to report all emergency admissions within 72 hours for pre-certification for all inpatient hospital stays and pre-treatment reviews for certain outpatient procedures.

A list of suggested procedures for pre-treatment review can be found in the Plan Document or online at www.askallegiance.com/tht/ForProviders.

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

Important Numbers

24 hour Verification of Coverage: 1-406-523-3199
Allegiance Customer Service: 1-855-999-1050
Visit Our Website at: www.askallegiance.com/tht

Healthcare Advocates: 1-855-404-9355
MDLive Virtual Care: wellhealthonline.com
Mental Health/Substance Abuse: 1-800-441-4483

This card does not guarantee eligibility or payment.

