



Allied National - The Small Group Benefit Experts

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Employer Benefit Adviser

May 2020

GEMCORE & AiRCare Will Help With COVID-19

Allied National's Funding Advantage health plans offer members two fantastic services, GEMCORE and AiRCare, through the HealthCare Assistant program. These two services can greatly assist members during this unprecedented COVID-19 crisis.

GEMCORE

According to the Center for Disease Control (CDC), anyone with diabetes is extremely vulnerable to COVID-19. GEMCORE's At-Home Diabetes Management Program allows members to stay healthy and manage their diabetes from home by ordering supplies through the mail and receiving remote coaching. Once enrolled in the program, members will have quick access to everything needed to stay healthy!

AiRCare

COVID-19 has created increased stress, anxiety



and hardships on many of our members. AiRCare is a behavioral health company that works with our HealthCare Assistance program. AiRCare is now providing no-cost telephone counseling to help our members get through this crisis. Here are just a few signs that a member may need to speak with someone:

- Low energy
- Headaches
- Excessive worry
- Tearful
- Increased use of tobacco, alcohol, or drugs
- Difficulty paying attention
- Trouble focusing

For access to both of these great services call Allied HealthCare Assistant at 844-287-6078. There's no cost for our members! This service is provided to you by Allied National through your plan.

More Answers to Allied & COVID-19 Questions

Since the spread of COVID-19 erupted in our country, Allied National's Client Services specialists have received numerous questions about what Allied's health plans cover.

Testing

The most common question we've received is "Does my Allied health care plan cover testing?"

The answer is yes.

All Allied health plans automatically include testing for COVID-19. **The cost of testing is free.**

The test must be ordered by a medical professional who is equipped to take the proper respiratory specimen from individuals meeting the Center for Disease Control (CDC) clinical and/or epidemiological criteria for COVID-19 testing.

Visit www.questdiagnostics.com/home/Covid-19 to learn more about LabOne testing through Quest Diagnostics.

Virtual Visits

Members also are concerned with how they are going to be able to see a doctor for the coronavirus or any illness if they have to practice social distancing.

The answer is telehealth – a way to talk to a provider by telephone or through a laptop or computer. Here's how you can connect:

- **Funding Advantage Major Medical Plans** — You have access to the MeMD telehealth benefit. You should call 855-236-9411 or go through your Member Connection account at member.alliednational.com and select "Start a Virtual Care Visit."

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More answers continued...

- **Cost Saver** — You have the Teladoc benefit. Visit the Teladoc website at www.teladoc.com or they can call 877-358-9631 to speak to a Teladoc member services representative to set up their account.
- **Fundamental Care Plans** — You have the MDLive benefit. The MDLive website can be accessed at members.mdlive.com/myewellness/landing_home or you can call 888-976-0802

to speak to an MDLive member services representative to set up your account.

Questions

If you still have questions about coverage, you can contact our Client Services Specialists Monday through Friday from 8 a.m. to 4:30 p.m. CST by:

- Phone at 800-825-7531
- Email at clientservices@alliednational.com

COVID-19 Online Information and Resources

There is a plethora of information being reported on how to navigate COVID-19 for yourself and your small business.

Allied has created a COVID-19 Information and Resource page on the Allied National website so you can find the most accurate and up-to-date information from government agencies and the Allied National executive team.

Our COVID-19 page features Frequently Asked questions, articles and links to information about Allied National's health plans; and legislation that can benefit small employers struggling to meet payroll and other obligations.

Visit www.alliednational.com/covid to learn more. If you don't find the information you need, please email us at clientservices@alliednational.com or call us at 800-825-7531.

Perfect Time for Member Connection

With social distancing and more time at home, members have more time to concentrate on their health – not to mention the added bonus of earning gift cards to places like Amazon.com and Target! Today is the perfect time to sign up for Member Connection.

Member Connection is an online, interactive member engagement portal powered by Benovate. Once registered, members can access telehealth 24/7 or earn gift cards for taking wellness surveys and participating in fun activities like:

- Starting a garden
- Getting everyone you come in contact with to smile
- Boosting your metabolism by lifting weights
The weights can be items you have in your home already like a gallon of water, a large bottle of

laundry detergent or a backpack filled with books or cans.

- Concentrating on being positive for one week

If your plan includes access to Member Connection, you'll see it on the back of your member ID card. If your employees want to enroll in this free program, direct them to:

- Google Play Store for the android phone (search for the Benovate app)
- Apple Store for their iPhone or iPad
- member.alliednational.com to register on their PC or laptop

Members just need the “**Allied Member Connection Registration Code**” from their health plan ID card to register.

EBA is Going Digital

Our monthly *Employer Benefit Adviser* (EBA) is going digital and will soon only be sent through email. Have you registered your employer account on our Self-Service Site? To register, visit www.alliednational.biz/573.pdf and fill out and send in your Website Account Authorization Form. Once registered, you'll be emailed the newsletter every month.