



*Helping you get the most from your benefit plan*

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## Employer Benefit Adviser

March 2022

Self-Service Site

Covid-19 Info

Employer Resources



### What to Know This Month

Here's a sneak peek at the articles in this issue:

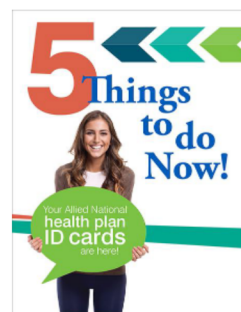
1. How Allied Communicates with Your Funding Advantage Members
2. Allied's Popular HealthCare Assistant Program
3. Level-Funded Health Plans and Great Customer Service for the Win!
4. Who You Gonna Call?
5. Read our Blogs

## How Allied Communicates with Your Covered Funding Advantage Members

Our members have access to some wonderful benefits, and we work hard to make sure they know about those benefits. The following are a few of the ways Allied National communicates with members and the information that is available:

**ID Card Kit:** All members receive a “5 Things to do Now!” Kit with their ID cards. The kit gives information on how to:

- Log into the member’s Self-Service Site
- Find a provider
- Sign up for telehealth
- Learn about prescription drug coverage
- Use the ID card



**Phone Calls From Vendors on Behalf of Allied:** Our Allied HealthCare Assistant works with experts and reaches out to members who might need special services. These experts include:

- Allied's HealthCare Assistants reach out to members who have specific health risks and introduces them to vendors that will be able to provide

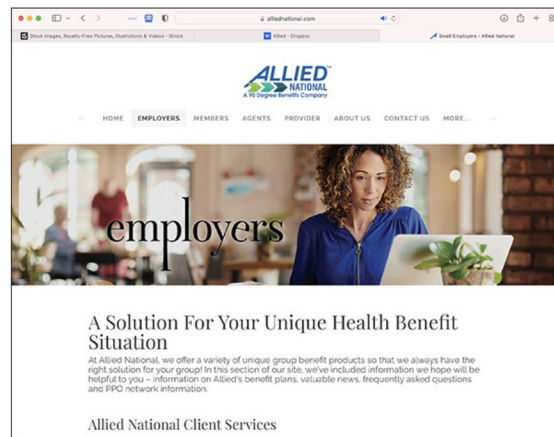
them with the best services for their needs.

- AiRCare contacts at-risk members who are dealing with behavioral issues.
- GEMCORE reaches out to members who have diabetes to assist them in getting testing supplies and medication.
- InterveneRx works with members who are taking Tier 4 specialty drugs and contacts members to provide assistance with the high costs.

**Emails to Employers:** Employer Benefit Adviser, which you're reading now, is an important source for the latest information about your plan and compliance issues.

**Website:** The [Member web page](#) and [Employer web page](#) pages are filled with great information about your plans and the resources available. Make sure you check out the Employer Resources page. The Employer Resources page has flyers you can share with members and forms you'll need to administer your plan.

Questions? Call Client Services at 800-825-7531 or email [clientservices@alliednational.com](mailto:clientservices@alliednational.com).



## Allied's Popular HealthCare Assistant Program

Allied National's HealthCare Assistant program helps members get to the right diagnosis and treatment plans at the best cost. It's a voluntary program for our covered members that costs nothing to use but can greatly enhance your benefits and your care.

HealthCare Assistant offers a variety of health care services to Funding Advantage members and their families. Some Funding Advantage plans have elected the HealthChoices benefit option, which makes use of HealthCare Assistant mandatory. Here are the details:

### Allied HealthCare Assistant

HealthCare Assistant gives members access to health care

experts ready to guide them through the entire process, at all times. Services include:

- Diabetes and Lifestyle Management
- Second Opinions for high-cost diagnoses
- Complex Imaging – MRI, CT, PET
- Quality providers and bundled pricing for non-emergency outpatient surgery or imaging
- Specialty Drug Management – Both education and possibility of reduced pricing



### HealthChoices

The HealthChoices benefit option provides you with an immediate 6.5% monthly premium discount. HealthChoices members must work with our Allied HealthCare Assistant program for the services listed above. If members use these services, then benefits and care are greatly enhanced. If the member chooses not to participate, they will pay higher out-of-pocket expenses.



For more information, contact Allied HealthCare Assistant at 844-287-6078 or visit one of our web pages. If you haven't taken advantage of the HealthChoices benefit option to lower your monthly costs and enhance your benefits, ask about it at your next renewal.

HealthCare Assistant

HealthChoices

## Level-Funded Health Plans & Great Customer Service for the Win!

Level-funded health plans are a great opportunity for small businesses to provide excellent health benefits at affordable pricing. Combine that with Allied National's mission to provide great customer service and you have a winning combination!

ARCpoint Labs of Oklahoma City, a drug and alcohol testing lab that has been in business for more than 18 years, has had a great experience with our Funding Advantage Freedom Health Plan for the past two years.



Keith Hall, President and Owner  
ARCpoint Labs of Oklahoma

Keith Hall, owner of ARCpoint Labs said, "The Funding Advantage Freedom Plan was very competitively priced with similar plans. What put it over the top was that the level of service was unmatched. Any questions were met with immediate response. They also have dental and vision."

Keith recommends level-funded plans to all of the small businesses he knows.



“All small companies should give it a serious look and not let the fear of level funding scare them away because they are a small company,” he added. “You get the same great benefits of group health insurance plans with the added bonus of getting unused claim dollars back at the end of a good year.”



## Who You Gonna Call?

Here are the two most important phone numbers for you and your employees to know for all your health plan questions.

### **Client Services - 800-825-7531**

Our Client Services team are prepared to help you with any questions regarding your group health plan. Questions like:

- When do I need to file a claim?
- Where do I find information on my PPO network?
- I lost my ID card, how do I get a new one?
- When do I need to pre-notify?



Our Client Service representatives are available 8 a.m.-4:30 p.m. Central Time, Monday-Friday.

### **Allied HealthCare Assistant - 844-287-6078**

Our specialized HealthCare Assistant is like having a doctor in your corner to help with health care questions. They are trained to:

- Help you understand a diagnosis.
- Help find the right doctor that specializes in your condition.
- Manage specialty drugs and help you find the best pricing for high-cost prescriptions.

Our HealthCare Assistants are available 8 a.m.-4:30 p.m. Central Time Monday-Friday.

## Read Our Blogs



The *Allied Blog* address issues faced by small business employers. Bookmark our web address, [www.alliednational.com/blog](http://www.alliednational.com/blog), and come back regularly for industry-related content!



Alternatives  
to ACA Plans

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Read Your Explanation  
of Benefits!

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Applicable Large Employers  
– ACA Penalties Still  
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