



Helping you get the most from your benefit plan

The Small Group Benefit Experts - for groups of two or more

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Employer Benefit Adviser

October 2023

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What to Know This Month

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

1. New ID Card Mailing Protocol
2. Get to Know the Elite Experience Team
3. Have You Joined Our Member Perks Program?

New ID Card Mailing Protocol

Allied National has updated the way it delivers ID cards to members to make the process faster and more convenient.

At renewal time, ID cards will now be delivered directly to your home and your employees' homes – not to your office in bulk or to your agent. Two sets of ID cards will be embedded in a single page letter containing all the important information you'll need about your plan.



In lieu of flyers, Member Resource pages are available online. These pages feature links to detailed information about all of Allied National's health plans.

And as always, you have access to your Self-Service Site to find information that includes your benefits, plan documents, claim payments and coverage dates. You'll also be able to click on a link that gives you more information about who is covered under your plan. To register for the first time, you need the member ID number from your benefit card, your date of birth and the last four digits of your Social Security number.



Get to Know the Elite Experience Team



Jason Lukens



Brittney Caravella

Freedom Plan members have access to Allied's Elite Experience Team at 866-332-1987. The team is comprised of Senior Client Services Representatives Jason Lukens and Brittney Caravella. Jason has been with Allied eight years and Brittney has been with us three years. Both have years of prior experience working with the public.

Q: What does the Elite Experience Team do?

Jason: We assist members with finding providers that will accept Allied National plans and we set up single-case agreements if needed. We also assist members in any balance billing issues a provider is giving them.

Q: What do members need to know about reference-based pricing plans like the Freedom Plans?

Brittney: Reference-based pricing means there are no network restrictions. You can see any provider you choose, so long as the provider is willing to send us a bill. This means any provider you choose is eligible under your health benefit plan.

Q: When should a member call the Elite Experience Team?

Brittney: Whenever they get a bill that doesn't match the member responsibility listed on their Explanation of Benefits (EOB) or if there is a provider they would like to see who needs to be educated on the type of plan the member has.

Q: Can providers call you too?

Jason: If it is regarding a single-case agreement, yes! The idea of the Elite Experience team is to help members rather than providers, however.

Q: What do you wish people knew about the Elite Experience Team?

Brittney: That we're here! We, as the Elite Experience Team, have our own phone

number to assist with issues and, often, members call into the main line, not knowing they can reach a senior representative directly at 866-332-1987.

Q: What is your favorite part of being part of the team?

Brittney: My favorite part of being a part of the team is being able to solve problems and lend a helping hand.

Jason: The best part about our team is how well we communicate with each other. We're always ready to help assist with each other's issues or needs.

Q: What does the perfect weekend look like to you?

Brittney: A perfect weekend is one where I can throw my phone down and not look at it until Monday morning. I would spend time with my new husband (I got married September 9th of this year) and our two pups. It would also involve playing Catan and eating spicy food.

Jason: I like to relax at home, take my kids to the park or maybe watch some football. I also play guitar, build computers and play tennis!



Have You Joined Our Member Perks Program?

You and your employees don't want to miss out on all the great Fall Festivals and seasonal discounts! Being members of an Allied National Funding Advantage health plan comes with exclusive perks and over \$4,500 in savings on everything from seasonal events to pizza and the zoo, oil changes, hotels, and car rentals!

Allied has teamed with Abenity to provide our insured members with a FREE membership and access to an elite collection of local and national discounts from thousands of hotels, restaurants, movie theaters, retailers, florists, car dealers, theme parks, national attractions, concerts, and events – all powered online by Abenity. They are constantly pursuing the best discounts possible for you and your employees. Some of the popular features include:

- **Nearby Offers:** Use the show & save mobile coupons to quickly access savings on the go.
- **eTickets On Demand:** Save up to 40% with no hidden fees.
- **Showtimes:** Find movies, watch trailers, and save up to 40% at a theater near you.
- **Monthly Giveaways:** Win cash, movie tickets, electronics and more with our monthly contests.

Share this information with your employees and get registered today for the FREE Abenity membership! You and your employees can find all kinds of local deals, in addition you have access to deals for places you visit while on vacation. All you have to do is put in the city, state and zip code for where you are searching and you can find deals. You and your employees can register at <https://allied.abenity.com/>.

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