



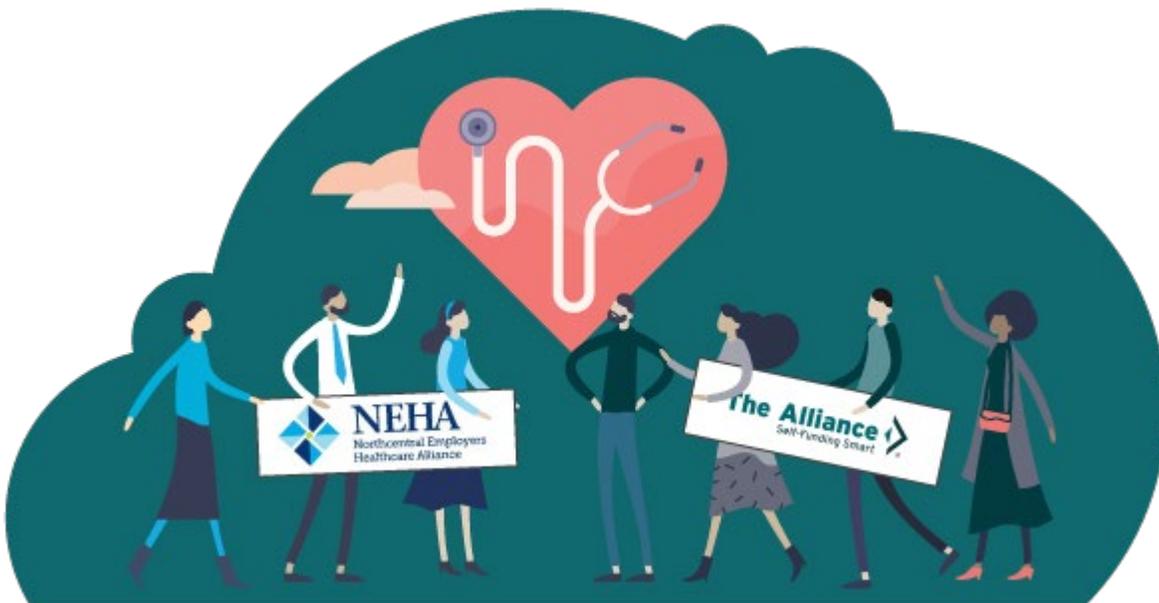
Provider Newsletter

Fall 2021

Membership Numbers

The Alliance currently covers more than **100,000 individuals** from **300 employers** across the Midwest.

NEHA Employers to Unite with The Alliance



Employer-members of Northcentral Employers Healthcare Alliance (NEHA) are poised to unite with our cooperative – under the umbrella of The Alliance – to further ensure employers have a powerful voice in health care.

The Alliance’s expected growth strengthens our mission to serve as the bridge between providers and local employers, enabling more connections and providing you with a better understanding of employers’ needs.

[Read Press Release](#)

Process: Claims with Medical Documentation

Typically, there’s two scenarios when medical documents are included with the reported claim. Please follow the relevant process below:

Scenario #1 - TPA requested Medical Documentation to consider the claim for reimbursement and coverage:

If the TPA has either denied services or has requested medical documents supporting the reported services, **the best course of action is to send the medical documentation directly to the TPA.** If the TPA address is unavailable for the sending of medical documentation, then the claim and accompanying medical records may be sent to The Alliance who will forward to the TPA.

- Best choice: send medical documentation directly to the TPA
- Alternatively, send to The Alliance:
The Alliance
PO BOX 44365
Madison, WI 53744-4365

Scenario #2 - Provider wishes to “correct” elements that were previously reported on the claim AND there is accompanying medical documentation for the TPA:

- Submit the claim and medical documentation on paper to The Alliance address above.
- Clearly indicate “Corrected Claim” on the top of the claim form.

- The Alliance will correct the elements of the claim that are different from the original reported claim and send the corrected claim to the TPA along with the medical documentation via USPS.

Website Changes Upcoming

Just a reminder that our website will be undergoing an upgrade in two weeks. Although we don't expect any outages, should any functionality be impaired during the update, please know it will be temporary and you will be able to call or email us.

Email: providerservices@the-alliance.org

Phone: 800.223.4139

Federal Transparency Regulations Update

The Alliance has been working closely with TPAs to provide regular updates and a roadmap to fulfill our obligations to our self-funded plans under the Transparency in Coverage Rule and Consolidated Appropriations Act. In accordance with these and other still developing regulations, The Alliance may soon be required to verify provider directory information more frequently. That said, it will be important to remain responsive to requests from The Alliance – and to notify us of any changes to your practice or physicians.

Please report any changes to your practice by email:
providerservices@the-alliance.org.

ID Card Information for The Alliance Patients

The Alliance has a few different logos that may appear on the front or back of the ID card. **The Alliance provider network contracts supersede all other network contracts.**

Any of these logos on the ID Card mean your organization is in-network for the members and their dependents. (The logos may appear in color or black and white.)



Please view the linked flyer for more information on issuing ID cards to patients of The Alliance.

How Are We Doing?

Answer one question to let us know!

How likely is it that you would recommend The Alliance to a friend or colleague?

Highly Unlikely

Highly Likely

0 1 2 3 4 5 6 7 8 9 10



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