

Issuing ID Cards

for The Alliance Members



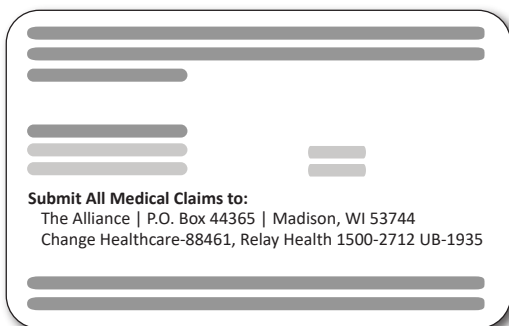
Approval required

To get ID Card approval from The Alliance, email an image of the card to salesupport@the-alliance.org prior to issuing the ID Cards. The Alliance logo should be the largest logo on the card, and must be placed on the top-front of the card. A sample ID Card is shown below.

Sample ID Card front



Sample ID Card back



What to look for

A clear ID Card can prevent misdirected claims and phone calls, improving the customer experience. Please use the following checklist to review your ID Cards:

- Is it clear to providers where to send claims? The Alliance must receive all medical claims.
- Is it easy for employees to determine who to call with questions about benefits or precertification?
- Is it clear where pharmacy or dental claims should be routed (especially if a separate vendor is involved)?

Payer identification numbers

The Alliance works with two clearinghouses for electronic claims submission, Change Healthcare and Relay Health. We strongly encourage you to include our payer identification numbers for electronic claims submission on your ID Cards along with our claims filing address. The Alliance payer identification numbers are as follows:

- Change Healthcare # 88461
- Relay Health 1500 CPID # 2712
- Relay Health UB CPID # 1935

Additional questions or concerns regarding our payer identification numbers or EDI connectivity, can be directed to salesupport@the-alliance.org.

Our possible logos, depending on the member plan:

