

Identification Card Information

You will receive one card if you elected single coverage. If you elected dependent coverage, you will receive an ID card for yourself and one for each dependent over the age of 18. These cards are important as they contain your group number and provide claims filing information. It is your responsibility to inform your health care providers of the information on the ID card. Please present your Allegiance ID card each time you visit a provider.

Important Features to Notice on Your ID Card:

- 1 Group ID Number.
- 2 To help safeguard your identity, Allegiance uses a randomly generated 12 digit ID number as your participant ID. The number is printed on your ID card. For a smooth transition, please show your providers your new ID card. Your providers will submit this ID number on claims instead of your social security number.
- 3 Our website is www.allegiancelifeandhealth.com. The website can provide you with status of health claims, a summary of recent online activity, and direct links to a Preferred Provider Organization (PPO) website for lists of participating providers and their locations. You can also request a health plan ID card, apply for a health plan Certificate of Creditable Coverage, or process an address change. To utilize full capabilities, visit our website at www.allegiancelifeandhealth.com.
- 4 The address for claims submission is on the back of the ID card. Most providers will bill Allegiance directly on your behalf. If you need to submit a claim to Allegiance, please mail to P.O. Box 3507, Missoula, MT 59806-3507, unless otherwise noted on the back of your card.
- 5 24-hour verification of coverage is available through our Interactive Voice Response (IVR) fax-back system at 1-800-737-3137 or (406) 523-3199.
- 6 The Allegiance toll-free Customer Service number is **1-800-737-3137**.
- 7 Pre-Notification is recommended before admission on all scheduled outpatient surgical procedures or inpatient hospital stays. You should report all emergency admissions within 72 hours. Refer to your Certificate or Policy booklet for complete pre-notification information. Contact StarPoint Healthcare Group, your healthcare management organization, at **1-800-369-6989** to pre-certify inpatient admissions and Customer Service at **1-800-737-3137** to notify of scheduled outpatient procedures.
- 8 For employees with pharmacy coverage, you will see an **Express Scripts** logo on back of your card. Your Express Scripts carrier/group number is GWTA. This carrier/group number, along with the employee social security number and patient date of birth, is all the pharmacy will need to process your prescription claims. The Express Scripts Customer Service number is **1-866-247-5008**. The Pharmacy Help Desk number is **1-800-235-4357**.
- 9 For employees with medical coverage, you will see a variety of PPO logos on your card. Your health benefit ID card has the logo for each of the PPOs that you can access.

If you have any questions regarding your new ID card or any of the information listed above, please call Customer Service at: **1-800-737-3137**.



Identification Card

GROUP NAME

GROUP ID#

AL50001

COVERED PERSON

EFFECTIVE DATE

1/1/2009

EMPLOYEE ID#

COVERAGE TYPE

001122334455

Medical / RX



ALLEGIANCE
LIFE & HEALTH INSURANCE COMPANY

This card is for ID purposes only and does not guarantee benefits. For faster claim service, identify the Group and Employee ID number on all claims.

Mail claims to :



ALLEGIANCE
LIFE & HEALTH INSURANCE COMPANY, INC.

P.O. Box 3507
Missoula, MT 59806

24 HOUR VERIFICATION OF COVERAGE: (406) 523-3199

Customer Service: 1-800-737-3137

Visit our Website at: www.allegiancelifeandhealth.com

PRE-CERTIFICATION IS RECOMMENDED for inpatient hospital stays.
PRIOR AUTHORIZATION IS RECOMMENDED for certain outpatient procedures and services. Refer to your Certificate of Coverage for complete information. You should report all emergency admissions within 72 hours. CALL 1-800-369-6989.



EXPRESS SCRIPTS

RxGRP GWTA

RxBIN 003858 RxPCN A4

Customer Service 1-866-247-5008

Help Desk 1-800-235-4357

TDD/TTY 1-800-899-2114

Your ID Card may not be identical to this sample card. Certain aspects, such as PPO logos, vary for different locations.