



Help us add more doctors and providers!



Alliance Coal Direct providers are doctors and other health care providers that have a contract directly with the Alliance Health Plan to provide services or products at an agreed-upon price.

When you use Alliance Coal Direct doctors and providers:

- The Health Plan pays in full (you pay \$0) for eligible services covered by their Alliance Coal Direct agreement
- You have **NO deductible, NO copays or coinsurance** (except for emergency room services), and **NO balance billing**
- You shouldn't receive bills from Alliance Coal Direct providers for eligible services — they've agreed to get paid by the Health Plan, not by you

New *Opt-In* program makes it easy for doctors to join

Employees have asked for it, and now it's here — an easy way to add your doctor for the Plan's highest benefit level! Alliance has started mailing information to doctors about our new Alliance Coal Direct *Opt-In* program, and we've had a great response so far.

You can help! If your doctor or other outpatient providers are not Alliance Coal Direct, please talk to them about opting in and/or share this flier with them. Please note: chiropractic services are not eligible for the Alliance Coal Direct benefit level.

Current In-Network *Plus* (INP) providers are now Alliance Coal Direct providers, so you don't need to talk to your INP providers about opting in.

For more information

- Email for providers to request an opt-in packet:
AllianceDirect@alccm.com
- Provider Services:
855.979.5194
- Member Services:
855.979.5192

Alliance Coal Health Plan

How Alliance Coal Direct *Opt-In* works

All licensed physicians and outpatient providers in good medical standing are eligible to participate in Alliance Coal Direct *Opt-In*.

- 1** Your provider emails AllianceDirect@alccm.com to request an opt-in packet.
- 2** Your provider completes and submits the forms and documentation directly to the Health Plan.
- 3** Once accepted, providers are added to our Alliance Coal Direct online directory at www.CoalBenefits.com/directory, and you receive the Direct benefit level when you use them for eligible services.

If your doctor doesn't opt-in, your eligible services are still covered by the Health Plan, but you need to satisfy the deductible and copay/coinsurance.

