

## **Our Mission**

Alliance Care Management IPA is focused on providing maximum cost saving for our provider network of Licensed Home Care Service Agencies through leading edge technologies, best practices and economies of scale.

Alliance Care Management IPA is opening up new opportunities for your agency by providing access to multiple MLTCP member referrals.

Alliance Care Management centralizes billing functions to eliminate redundancies by submitting electronically to only one entity, managing multiple functions and cutting your administrative costs.

We help our Network Providers reduce administrative, marketing and claims expenditures, allowing them to focus on patient outcomes and satisfaction.

## **How Do We Do It?**

- Referral Tracking-refer your patient with confidence
- Referrals from multiple MLTCPs from one source
- Centralization of billing-submit to one entity
- Paperless Workflows
- Precision Claims Management



# **LHCSA NETWORK PROVIDER PROCEDURAL GUIDE**

## **ALLIANCE CARE MANAGEMENT IPA**

**755 2nd Ave. 2nd Floor  
New York, NY 10017  
www.allianceipa.com**

**P: 212-740-4300 F: 646-519-3424**

## REFERRALS TO YOUR AGENCY

- Alliance Care Management IPA (ACM) is the clearing house for the MLTCP referrals
- Referrals will be posted online through the HHA eXchange portal
- Referrals will also be offered directly to your agency via email or fax
- Referrals will include all basic information inclusive of the plan of care needed to make an acceptance decision
- Acceptance will provide your agency access to the MLTCP enrolled member profile

## CLAIMS SUBMISSION

- Bill MLTCP services directly to Alliance IPA regardless of the patient's MLTCP membership
- Claims are to be submitted electronically
- Remittance will be returned electronically in a HIPPA 835 format
- Claims shall be reimbursed in accordance with the NYS Insurance Law Section 3224 (the "Prompt Pay Law"). ACM IPA payment on undisputed claims (clean claims) is 30 days if the claim is transmitted electronically
- Bill CHHA services directly to the CHHA
- Submitting any claim directly to the MLTCP will delay payment

## REFERRALS TO ALLIANCE IPA

- Referrals can be submitted by fax or email using the ACM Patient Referral Form provided
- Referrals may also be made electronically through the HHA eXchange portal (pending)
- Referrals will be tracked by Alliance as they move through the MLTC Program enrollment process
- It may take 6 to 8 weeks for the enrollment process
- Your enrolled member referrals will be returned to you through HHA eXchange portal, email or fax

**STRIVING TO ELIMINATE "LOST REFERRALS"**  
Alliance is an advocate for your agency and through monthly proactive advanced tracking we can eliminate these costly and frustrating issues experienced with MLTCPs

## IMPORTANT NUMBERS

### Alliance Care Management IPA

Main Number	212.740.4300
Primary FAX	212.740.4500
Care Coordinator	Main # Option 1
Email:	carecoord@allianceipa.com
Claims	Main # Option 2
Email:	claims@allianceipa.com
Provider Services	Main # Option 3
Email:	providerrelations@allianceipa.com

### VNS Choice

Main Number	212-609-5600
Care Management	888-867-6555
Grievance & Appeals	866-791-2212