



May 15, 2021

Health Alliance Medical Plans Member Processing Update

Effective Date: June 1, 2021

Commercial		
BIN: 005947	PCN: CLAIMCR	Group: See Member ID card or call help desk for processing information

Medicare Part D		
BIN: 015789	PCN: CTRXMEDD	Group: HA0018

Effective June 1, 2021, when processing claims for Health Alliance Medical Plans, please **enter the full 11-digit member number** (including the 2-digit person code) for the claim to process as expected. This full 11-digit member number (no dash) can be found on the member ID card.

Historically claims only required the 9-digit member ID number for processing. To eliminate issues with members who share the same 9-digit ID number and DOB Health Alliance will require the 2-digit person code be added, for a full 11-digit ID number.

Should you have any questions or require assistance, please contact the OptumRx Pharmacy Help Desk at 800-880-1188, option 2. (24 hours a day, 7 days a week).

Please distribute immediately.

For questions regarding communications, contact the Pharmacy Provider Communications team:
pharmacyprovidercommunications@optum.com

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