Alliant Benefit Advocates

Who are the Benefit Advocates?
Benefit Advocates are highly-trained professionals with extensive insurance industry experience who are available to assist you with your benefit needs.

When should you call your Benefit Advocate?
• Insurance claim questions
• Appeal of denied claims if warranted
• Benefit questions and clarifications
• Prescription problems
• Enrollment and eligibility questions
• Flexible Spending Account questions
• Other general questions*

What you will need to provide your Benefit Advocate or the insurance carrier in order to receive assistance:
• Member ID Number or Social Security number
• Date of birth
• Your Employer’s Name
• An itemized bill of services from your provider, or an explanation of benefits (EOB) from the carrier.

When should you contact your health insurance carrier directly?
• To request a new or additional ID card
• For the initial submission of claims
• To verify your physician is in the network
• HSA and FSA card inquiries

BENEFIT ADVOCATE CONTACT INFORMATION
Benefit Advocate: There are five Benefit Advocates available
Telephone: 800 410 6571
Direct Fax: 206 204 9200
Email: mybenefits@alliant.com

Benefit Advocates are available to assist you Monday through Friday, 8 a.m. to 5 p.m. PT. All calls are kept confidential, and are tracked and monitored to resolution. Benefit Advocates also work with an interpretation service that supports 125 different languages. If you are in need of this service, please be prepared to tell the Benefit Advocate what language you need when you call.

When should I expect a call back?
Alliant does not function as a traditional call center, so you may have to leave a voice message when you call. Our service standard is to respond to your inquiry by the end of the next business day. If your matter is urgent, please mention this in your message so we can prioritize your inquiry appropriately.

*Benefit Advocates cannot answer questions on L&I claims, Medicare, or Medicaid.
Alliant Benefit Advocates — FAQ

The Alliant benefit advocates are at your service Monday – Friday, 8 a.m. to 5 p.m. (PT).

Below are a few frequently asked questions to keep in mind when using this service.

Q: How does the Alliant Benefit Advocate department operate?
A: The Benefit Advocate department does not function as a traditional call center. Rather, the BAs are a small group of seasoned professionals who follow every issue reported to them through to resolution. And, while you may have to leave a message when you have an inquiry, the BAs will respond by the end of the next business day.

Q: Who do I contact when I cannot reach a live person, and have a time sensitive or urgent matter?
A: If you reach a BA voicemail greeting, you can dial “0” to reach the receptionist to have your call redirected to the next available BA. If a BA is not available to assist you, the receptionist will triage the situation. If it is agreed that the inquiry is not urgent, but time sensitive, you will be asked to leave a voicemail and the receptionist will send an email alerting the BA to a time sensitive inquiry. However, if the matter is urgent, our receptionist will send a high priority email to the entire group of BAs so the first person that becomes available can respond. Be prepared to provide your name, phone number, the name of your employer, and a brief description of how we may assist you.

Q: What is the difference between time-sensitive and urgent?
A: A time-sensitive question is one that needs to be answered before the end of the business day. An urgent one is when you are at the doctor’s office or pharmacy and you need assistance while you’re at these locations.

Q: How can I verify that my provider is in the network, check on the status of a claim, or order an ID card?
A: Please contact your insurance company directly by calling the number on the back of your ID card or by visiting the carrier website. If you are experiencing problems reaching your carrier, please contact the BA department for assistance.

Q: Who do I contact with questions regarding 403(b), paid time off, or my paycheck?
A: Please contact your Human Resources department for assistance.

Q: Who do I contact if I have service concerns?
A: Contact Vicky Dumonceaux, Benefit Advocate Manager, at 800.410.6571 ext. 204.9157, or send an email to v dumonceaux@alliant.com.