



New ECM-CS Provider Training



Person Conducting Training: _____ Provider Name: _____

Date: _____

What you will learn

1. The Alliance Mission, Vision and Values
2. The Alliance Managed Care Model
3. How Members join the Alliance
4. Membership Cards
5. Eligibility
6. Member Benefits
7. Subcontracted Member Benefits
8. Benefits not covered by the Alliance
9. Provider Portal
10. Referrals & Authorizations
11. APL 21-009 SDOH Codes
12. Claims
13. Requesting Transportation
14. Language Assistance Services
15. Nurse Advice Line
16. Who to Contact
17. Where to get additional information and resources

Additional Materials Distributed via email:

- Training Power Point
- Most Recent Provider Bulletin
- Provider Manual (website)
- Member Rights Handout
- Authorizations Resource Handouts
- Health Programs Handout
- C & L Folder (website)
- Cultural Competency (website)
- Claims FAQ
- Electronic Claims Submission

Attendee Name _____

Attendee Signature _____