

**Answers to Your Questions about The Alliance's New Logo and Web Site  
[www.the-alliance.org](http://www.the-alliance.org)**

The Alliance announced a new logo and Web site as of August 2008. The new logo, Web site and other components are designed to illustrate more clearly who The Alliance is. Following are a few questions and answers to help you understand this change.

**Q: What if the ID card presented contains the old Alliance logo? Is the patient still eligible?**

A: ID cards presented with the old Alliance logo are still valid. We anticipate that intake staff will continue to see the old Alliance logo on the majority of the ID cards presented until the end of the year as we have not asked our TPA partners to immediately reissue ID cards.

We have asked TPAs to immediately begin using the new logo in their ID card set up for new employers. You will probably see the new logo on the ID cards for new employees or on replacement ID cards until the end of the year. We expect that it will not be until the employer's renewal that TPAs will reissue ID cards with our new logo for current active members.

**Q: We currently access [secure.alliancehealthcoop.com](http://secure.alliancehealthcoop.com) to upload/download files to The Alliance; will the domain name for this secure site be changing?**

A: No, The Alliance will maintain the use of [alliancehealthcoop.com](http://alliancehealthcoop.com) for secure file transfers. Please continue to use [secure.alliancehealthcoop.com](http://secure.alliancehealthcoop.com) to upload/download files to The Alliance.

**Q We currently use [ftp.alliancehealthcoop.com](http://ftp.alliancehealthcoop.com) for our automated data upload/downloads of data. Will the domain name for this site be changing?**

A: No, The Alliance will maintain the use of [ftp.alliancehealthcoop.com](http://ftp.alliancehealthcoop.com) for automated data file transfers. Please continue to use [ftp.alliancehealthcoop.com](http://ftp.alliancehealthcoop.com) for your automated data transfers.

**Q. Can I use The Alliance's logo in my print/Internet advertising?**

A. In most cases, yes. You may use our logo to publicize that you're a participating provider in The Alliance. If you plan to use it in any other way, please contact provider relations at 608.210.6616 to let us know your plans. For more information on the logo, please visit [www.the-alliance.org/providers.aspx](http://www.the-alliance.org/providers.aspx) and select Alliance Logos.

**Q: Has the claims filing address changed?**

A: Our claims mailing address will not change. Continue to file claims to The Alliance as indicated on the ID card.

**Q: Have your e-mail addresses changed?**

A. Employee e-mail addresses have also changed to match our new Web site. Staff e-mails still follow the first initial, last name format, but now are followed by [@the-alliance.org](mailto:@the-alliance.org). Please remember to update your address book, but if you forget, e-mails sent to [allianchealthcoop.com](mailto:allianchealthcoop.com) address will continue to be forwarded on for the next few months.