

Transition to First Choice Health

Administration

Effective June 1, 2010 First Choice Health will replace Allegiance Benefit Plan Management as the administrator of the MUST benefits program. Customer Service, Claims Processing and Provider Network access will be provided by First Choice Health after June 1.

ID Cards

New ID cards will be mailed in mid-May to member’s homes. First Choice Health utilizes a unique identifier instead of a social security number. Any current unique identifier will be replaced by a First Choice Health assigned unique identifier. Members will need to use this card as of June 1, 2010 and destroy their old card.

Provider Network

First Choice Health offers MUST a comprehensive, yet simplified, Provider Network solution. You will have access to three Provider Networks: Health InfoNet of Montana (MT, WY, CO, ND, SD), First Choice Health (WA, OR, ID, AK) and First Health (Nationwide).

Network	State/Area	Phone	Website
Health InfoNet of Montana	Montana, Wyoming, Colorado, North Dakota, South Dakota	(800) 231-6935	www.fchn.com
First Choice Health	Washington, Alaska, Oregon and Idaho		
First Health	All other states/areas not served by First Choice Health or Health InfoNet of Montana	(800) 226-5116	www.myfirsthealth.com

The representatives at the numbers listed above can help you locate a provider, but cannot answer benefit or claims related questions.

Online Member Portal

myFirstChoice is a web-based online member portal that puts members in the driver’s seat of their healthcare. After receiving ID cards, members can go to www.myFirstChoice.fchn.com and gain access to their benefit and claims information as well as a plethora of health information tools.

Pre-Authorization Process

First Choice Health has a pre-authorization process to ensure proper care is being provided to members of MUST. This process is simple with a very quick turnaround time on requests. Providers will need to submit required documentation for services on the Pre-Authorization List.

Maternity Management Program

First Choice Health, through a partnership with UMR, is pleased to offer MUST participants a Maternity Management program for expectant mothers. Expectant mothers can access this great resource by contacting UMR at (800) 756-7751.