



FLASH: Altruista/Guiding Care Launch Pushed Back

February 25, 2020

Feedback gathered during Altruista/Guiding Care training indicated that system limitations could cause delays in care. Health Alliance took this feedback seriously and worked with Altruista/Guiding Care to develop a plan to eliminate identified barriers. The transition to Altruista/Guiding Care will occur on March 23, 2020 when all system updates are available.

If you currently use Clear Coverage and the Health Alliance web portal, please continue to use these routes to submit pre-authorization requests until March 23, 2020.

If you have questions, contact your provider relations specialist.