

FAQs

What is the Alliance Network?

The Alliance Network is made up of contracted hospitals and doctors that are part of Banner Health and HonorHealth. All non-emergency services received within the state of Arizona must utilize these providers to be considered In-Network. Note: Sonora Quest is the only contracted lab. For more information on the Alliance Network, please review the [Alliance Network Member Flyer](#).

How do I Find a Provider Within the Alliance Network?

To check to see if your current healthcare provider is in the Alliance Network or to find a new provider, please review the [Find a Doctor \(English\)](#) or [Find a Doctor \(Spanish\)](#) tools. Note: make sure to select the Alliance PPO/EPO Network when using this tool.

Does the Alliance Option offer the same coverage as the other BCBSAZ plan options?

Yes, all the District medical options cover the same services, only the member cost-sharing (deductibles, co-pays, co-insurance percentages, maximums, etc.) are different. Please refer to the applicable benefit summary for specifics. Note: The Alliance option mirrors the cost-sharing design of the Low option except for the In-Network network.

What happens if I use a non-Alliance medical provider for non-emergency care in the state of Arizona?

The claim will be processed as Out-of-Network.

What if I need to go to Urgent Care?

Urgent Care is considered non-emergency so the provider must be part of the Alliance Network to be considered In-Network.

What if I need emergency care?

The claim will be processed as In-Network.

Note: an emergency room visit doesn't always constitute an emergency; each claim will be evaluated on a case-by-case basis.

What if I need care Out-of-State?

The claim will be processed as In-Network.

Can I enroll my dependents into an Alliance plan and choose another plan for myself?

No, the employee is the subscriber so any dependents would be enrolled on the same plan.