This directory is current and updated within 24 hours if changes are made to this directory.

This directory provides a list of Health Alliance Northwest’s current network providers.

This directory is for Thurston county in Washington.

To access Health Alliance Northwest’s online provider directory, you can visit HealthAllianceMedicare.org. For any questions about the information contained within this directory (hardcopy or online), please call our Member Service Department at 1-877-795-6118, 8 a.m. to 8 p.m., Local Time, 7 days a week. From February 15–September 30, voicemail will be used on weekends and holidays. TTY users should call 711.

Health Alliance Northwest is a Medicare Advantage Organization with a Medicare contract. Enrollment in Health Alliance Northwest depends on contract renewal.

This information is available in a different format, including large print. Please call Health Alliance Member Services at the number on the back cover of this booklet if you need information in another format.

The provider network may change at any time. You will receive notice when necessary.
This directory was generated on 8/30/2020, and is accurate as of the date of generation. The provider network may change at any time. Members will receive notice when necessary. For the most current directory please consult our electronic directory online or call Customer Service at 1-877-795-6118.

Health Alliance arranges for the provision of Covered Services through a network of affiliated providers comprised of qualified, credentialed healthcare professionals who are accessible to Enrollees throughout the geographic service area and appropriate to the health, disability and cultural needs of the population served.
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Section 1 – Introduction
This directory provides a list of Health Alliance Northwest’s network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage.

You will have to choose one of our network providers listed in this directory to be your Primary Care Provider (PCP). Generally, you must get your health care services from your PCP. In most situations, your PCP must give you approval in advance before you can use other providers in the Plan’s network, such as Specialists, Hospitals, Skilled Nursing Facilities or home health care agencies. This is called giving you a “referral.”

The network providers listed in this directory have agreed to provide you with health care services. You may go to any of our network providers listed in this directory; however, some services may require a referral. If you have been going to one network provider, you are not required to continue to go to that same provider. In some cases, you may get covered services from non-network providers. Other providers are available in our network.

If you obtain routine care from out-of-network providers, it may cost more than if you went to an in-network provider.

If you receive care from a non-network provider and receive a bill from that provider, you should not pay it. Instead, please submit it to Health Alliance Northwest so we can determine what, if any, of the fees you actually must pay.

Emergency care can always be obtained in or out of the service area from the nearest available provider.

If you have a medical emergency:

• **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room, Hospital or urgent care center. Call for an ambulance if you need it. You do not need to get approval or a referral first.

• **As soon as possible, make sure to tell Health Alliance Northwest about your emergency.** We need to follow up on your Emergency Care. You or someone else should call to tell us about your Emergency Care, usually within 48 hours.

**HMO Members:** You must use network providers except in emergency or urgent care situations or for out-of-area renal dialysis or other services. If you obtain routine care from out-of-network providers, neither Medicare nor Health Alliance Northwest will be responsible for the costs.

**What is the service area for Health Alliance Northwest?**
The counties in our service area are listed below.

Washington: Thurston

**How do you find Health Alliance Northwest providers in your area?**
This directory is organized by category (Primary Care Physicians, Specialty Care, etc.) and then alphabetically by city. Or, you can use the index that begins on page I-1 to find an alphabetical listing of all providers.

If you have questions about Health Alliance Northwest or require assistance in selecting a PCP, please call our Member Service Department at 1-877-795-6118, 8 a.m. to 8 p.m., Local Time, 7 days a week. From February 15–September 30 voicemail will be used on weekends and holidays. TTY users should call 711.

Section 2 – List of Network Providers
Section 2 - List of Network Providers
Midlevel providers (including nurse practitioners and physician assistants) cannot be selected as Primary Care Physicians. However, you may use the services of a midlevel provider by selecting his or her supervising physician as your designated Primary Care Physician. Midlevel providers are indicated by italics.

**TRUHEARING PROVIDER**
**AUDIOLOGY**
**TRUHEARING**
CALL FOR IN-NETWORK PROVIDERS NEAR YOU.
TRUHEARING PROVIDER
PHONE: 855-205-5059

**TRUHEARING**
**HEARING AIDS**
CALL FOR IN-NETWORK PROVIDERS NEAR YOU.
TRUHEARING PROVIDER
PHONE: 855-205-5059

**DAVENPORT, FL**
**DIALYSIS CENTERS**
**DAVENPORT DIALYSIS CENTER**
PROVIDER #: 327199
NPI #: 1669438495
45597 HIGHWAY 27 RIDGEVIEW PLAZA
DAVENPORT, FL 33897
POLK COUNTY
PHONE: (863) 419-7408

**MINNEAPOLIS, MN**
**DURABLE MEDICAL EQUIPMENT**
**TACTILE SYSTEMS TECHNOLOGY INC**
PROVIDER #: 196316
NPI #: 1427131424
1331 TYLER ST NE STE 200
MINNEAPOLIS, MN 55413-1638
HENNEPIN COUNTY
PHONE: (612) 355-5100

* Not accepting new patients. Call the number on the back of your ID card for more info.
* Not accepting new patients. Call the number on the back of your ID card for more info.
DISCRIMINATION IS AGAINST THE LAW

Health Alliance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Health Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Health Alliance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact customer service.

If you believe that Health Alliance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Health Alliance Medicare, Member Services, 3310 Fields South Drive, Champaign, IL 61822 or 411 N. Chelan Avenue, Wenatchee, WA 98801, telephone for members in Illinois, Indiana, Iowa and Ohio: 1-800-965-4022; telephone for members in Washington: 1-877-750-3350 TTY: 711, fax: 217-902-9705, MemberServices@healthalliance.org. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Member Services is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, TTY: 1-800-537-7697.


ATTENTION: Si habla Español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. IA, IL, IN, OH: Llame 1-800-965-4022, WA Llame: 1-877-750-3350 (TTY: 711).


PIEDETE: Nêu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. IA, IL, IN, OH: Gọi 1-800-965-4022, WA: Gọi 1-877-750-3350 (TTY: 711).


ATTENTION: Si vous parlez français, les services d’assistance linguistique, gratuitement, sont à votre disposition. IA, IL, IN, OH: Appelez 1-800-965-4022, WA: Appelez 1-877-750-3350 (TTY: 711).

Note: 1-800-965-4022 IA, IL, IN, OH: コール 1-877-750-3350 WA: コール (TTY: 711)。

LET OP: Als je spreekt pennsylvaniaanse nederlandse, taalkundige bijsstand diensten, gratis voor u beschikbaar zijn. IA, IL, IN, OH: Bel 1-800-965-4022, WA: Bel 1-877-750-3350 (TTY: 711).


ATTENZIONE: Se si parla italiano, servizi di assistenza linguistica, a titolo gratuito, sono a vostra disposizione. IA, IL, IN, OH: Chiamare 1-800-965-4022, WA: Chiamare 1-877-750-3350 (TTY: 711).


cke: 이에 알리는 WARU URY, KHARUKKWIN, AKKUNJU DLL, MAANU, GUMUM MANG, CHAMIRE LAMET, BAN KAI, CHAMIRE LAMET, CHAMIRE LAMET, BAN KAI, CHAMIRE LAMET. IA, IL, IN, OH: 케어 1-800-965-4022, WA: 케어 1-877-750-3350 (TTY: 711).

NOTICE: あなたは、日本語、無料で言語支援サービスを、話す場合は、あなたに利用可能です。

1-800-965-4022 IA, IL, IN, OH: コール 1-877-750-3350 WA: コール (TTY: 711)。

LET OP: Als je spreekt pennsylvaniaanse nederlandse, taalkundige bijsstand diensten, gratis voor u beschikbaar zijn. IA, IL, IN, OH: Bel 1-800-965-4022, WA: Bel 1-877-750-3350 (TTY: 711).


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