



Frequently Asked Questions

What is changing on January 1, 2019?

The following updates are effective January 1, 2019:

- Neighborhood Health Plan will become AllWays Health Partners
- Partners HealthCare has selected AllWays Health Partners to administer health benefits for more than 100,000 employees and their covered dependents

Am I participating in the AllWays Health Partners provider network?

Existing NHP network providers will be included in the AllWays Health Partners provider network. There is nothing you need to do. Providers who are not currently contracted may submit a request to join the network at allwaysprovidernetworks.org.

Where can I access the AllWays Health Partners Provider Portal?

Beginning January 1, 2019, you can access the Provider Portal at allwaysprovider.org. You will continue to have access to the same online capabilities that you do today. Existing Provider Portal registered users will not need to re-register. AllWays Health Partners public site is now available at allwayshealthpartners.org.

Will member ID numbers change?

Yes. The member ID prefix will change from “NHP” to:

- **COM** – Commercial members
- **CDW** – Partners HealthCare plan members
- **MCF** – My Care Family

For existing members who stay with AllWays Health Partners, the numeric portion of the ID number following the prefix will not change. You can obtain a full list of your existing members through our provider portal.

When will members receive their new member ID cards?

Members will receive their member ID cards with their new member ID number in December.

How do these changes impact My Care Family?

There are no program changes to My Care Family as a result of NHP's rebranding to AllWays Health Partners. My Care Family will continue to serve MassHealth patients in the Merrimack Valley Region who have a PCP in the My Care Family provider network.

What happens if I search for eligibility using an old member ID number after 1/1/19?

To simplify the transition to AllWays Health Partners, EDI eligibility transactions using a member's old member ID number (“NHP” prefix) will automatically crosswalk to the member's new ID number.



Are there changes to the claims process?

No. For the fastest processing and to get paid sooner, claims should be electronically submitted. Our payer ID (04293) will not change. Please remember to submit claims using the member's new ID number beginning 1/1/19. In the event that you submit a claim using an old member ID ("NHP" prefix), we will continue to process the claim during a 90-day grace period. Starting April 1, 2019, your claim will reject if you submit using an old ID number.

Will existing referrals and authorizations obtained prior to 1/1/19 be valid?

Existing authorizations that were approved prior to 1/1/19 with a 2019 date of service will continue to be valid for members who have active eligibility. For new members who switch to AllWays Health Partners, remember to verify that the appropriate referrals and authorizations are in place.