

## Fact Sheet: Resources and contact information for commercial plans



### Provider Resources as of 1/1/19

#### Provider portal

Starting January 1, 2019, log into **allwaysprovider.org** for all the e-business tools you use every day. Your secure provider portal is where you can manage authorizations/referrals, update your provider info, view claims status, and more.

#### Provider blog

The provider blog offers our perspective on important health care topics and industry news. Register on or after 1/1/19 at **allwaysprovider.org**.

#### Commercial Provider eNewsletter

This monthly eNewsletter includes the latest news and updates from AllWays Health Partners. Register on or after 1/1/19 at **allwaysprovider.org**.

### Prior Authorization and Referrals

- PCPs must coordinate care for patients on an HMO plan; this includes obtaining a referral for specialty care
- You can find prior authorization and referral guidelines at **allwaysprovider.org**

### Claims

- AllWays Health Partners Payer ID number: **04293**
- For more efficient processing we recommend submitting claims electronically
- Claims must be filed within 90 days from the date of service unless otherwise agreed upon in your contract agreement
- We do not accept handwritten original or corrected claims
- For claims adjustments, appeals, other correspondence, please fax 617-526-1902

### Paper Claims

HMO (medical)	P.O. Box 853908, Richardson, TX 75085-3908
PPO Plus (medical)	P.O. Box 852099, Richardson, TX 75085-2099
Behavioral health claims	Optum, P.O. Box 30757, Salt Lake City, UT 84130-0757

## Contact Us

Our 1:1 provider services are available Monday through Friday, 8 AM to 6 PM.

Provider Service	855-444-4647   providerservice@allwayshealth.org
Provider Portal Questions	prweb@allwayshealth.org
Provider Enrollment & Credentialing	pec@allwayshealth.org

## Our partners

Service	Organization	Contact information
Behavioral Health	Optum	844-451-3518 for standard commercial plans (starting 1/01/19)  Note: some plans have a unique service line. Always check the back of the member ID card for direct contact information.
Electronic Funds Transfer	Change Healthcare	877-389-1160 WCO.Provider.Registration@changehealthcare.com
<ul style="list-style-type: none"> <li>High-tech Radiology</li> <li>Selected Cardiac Imaging &amp; Diagnostic Services</li> <li>Select Molecular &amp; Genetic Testing</li> <li>Radiation Therapy</li> </ul>	eviCore Healthcare, Inc.	888-693-3211
Pharmacy benefits	CVS Caremark®	<b>Non-Specialty Drug Requests</b>  <b>Commercial</b> <ul style="list-style-type: none"> <li>Phone 800-294-5979</li> <li>Fax 888-836-0730</li> </ul> <b>Health Connector (aka Exchange aka QHP)</b> <ul style="list-style-type: none"> <li>Phone 855-582-2022</li> <li>Fax 855-245-2134</li> </ul> <b>Specialty Drug Requests (all products)</b> <ul style="list-style-type: none"> <li>Phone 866-814-5506</li> <li>Fax 866-249-6155</li> </ul>
Preventive Dental Care	Delta Dental	800-872-0500
Pediatric Dental	Delta Dental	855-264-7898
Sleep Study Authorizations	CareCentrix	866-827-5861
Pediatric Vision	EyeMed	844-201-3993