

Partners HealthCare Plans Administered by AllWays Health Partners

Beginning January 1, 2019, AllWays Health Partners will administer health benefits for more than 100,000 Partners HealthCare employees and their covered dependents.



Available Plan Options: Partners Plus PPO and Partners Select (EPO)

Partners HealthCare plans include Partners Plus PPO and Partners Select (EPO). Members are not required to have a primary care provider or get specialist referrals. Members will have access to the strong and growing AllWays Health Partners network, plus the Aetna Signature Administrators (Aetna HealthSCOPE) network nationwide.

How to Identify a Partners HealthCare Plan Member

Partners HealthCare plan cards have:

- Partners HealthCare and AllWays Health Partners logos on the front of the card
- Member ID numbers with the prefix: CDW
- Important information is on the back of the card

Tier 1 and Tier 2 Providers

Use the AllWays Health Partners provider directory to find available network providers. Members have a choice between two tiers of network providers when they receive care:

- Tier 1** - Preferred Doctors and Hospitals
- Tier 2** - Non-Preferred Doctors and Hospitals



Partners Select EPO Card



Partners Plus PPO Card

Managing a Partners HealthCare Member

Use this tool to provide Partners HealthCare members with the right service that meets their needs.

	MA Providers	RI and NH Providers
Provider Service <ul style="list-style-type: none"> • General questions • Member eligibility • Claims inquiries 	AllWays Health Partners 855-444-4647 allwaysprovider.org	
Medical Claims Submit your claims electronically for the fastest turnaround.	AllWays Health Partners <ul style="list-style-type: none"> • Payer ID: 04293 • Paper Claims: AllWays Health Partners PO Box 852099 Richardson, TX 75085-2099 	AllWays Health Partners Network Providers submit claims to: <ul style="list-style-type: none"> • Payer ID: 04293 • Paper Claims: AllWays Health Partners PO Box 852099 Richardson, TX 75085-2099 All other providers Submit claims to Aetna HealthSCOPE: <ul style="list-style-type: none"> • Payer ID: 45321 • Paper Claims: Aetna HealthSCOPE PO Box 91612 Lubbock, TX 79490-1612
Referrals	Specialist referrals are not required for any Partners HealthCare plan member.	
Medical Authorizations	Verify authorization requirements and submit requests through: <ul style="list-style-type: none"> • AllWays Health Partners network providers: allwaysprovider.org • Other providers: Visit allwaysprovider.org/PublicSite/Home to submit medical authorization requests through AllWays Health Partners' online authorization request form. <p>The following medical services are managed through a vendor:</p> <ul style="list-style-type: none"> • eviCore (888-693-3211): high-tech radiology, cardiac imaging and diagnostic services, molecular and genetic testing, radiation therapy • CareCentrix (866-827-5861): sleep studies • NovoLogix (844-345-2803): medical specialty drugs 	
Behavioral Health	Optum <ul style="list-style-type: none"> • Customer Service: 844-451-3520 • Payer ID: 87726 • Paper Claims: PO Box 30757 Salt Lake City, UT 84130-0757 	
Pharmacy	CVS CaremarkSM <ul style="list-style-type: none"> • Customer Service: 800-364-6331 • RXBIN: 004336 • RXPCN: ADV • RXGROUP: RX1438 	

Managing a Partners HealthCare Member

Use this tool to provide Partners HealthCare members with the right service that meets their needs.

	Providers In All Other States
Provider Service <ul style="list-style-type: none"> • General questions • Member eligibility • Claims inquiries 	Aetna HealthSCOPE 1-800-603-9621
Referrals	Specialist referrals are not required for any Partners HealthCare plan member.
Medical Authorizations	Visit allwaysprovider.org/PublicSite/Home to submit medical authorization requests through AllWays Health Partners' online authorization request form. The following medical services are managed through a vendor: <ul style="list-style-type: none"> • eviCore (888-693-3211): high-tech radiology, cardiac imaging and diagnostic services, molecular and genetic testing, radiation therapy • CareCentrix (866-827-5861): sleep studies • NovoLogix (844-345-2803): medical specialty drugs
Medical Claims Submit your claims electronically for the fastest turnaround.	Aetna HealthSCOPE <ul style="list-style-type: none"> • Payer ID: 45321 • Paper Claims: Aetna HealthSCOPE PO Box 91612 Lubbock, TX 79490-1612
Behavioral Health	Optum <ul style="list-style-type: none"> • Customer Service: 844-451-3520 • Payer ID: 87726 • Paper Claims: Optum PO Box 30757 Salt Lake City, UT 84130-0757
Pharmacy	CVS CaremarkSM <ul style="list-style-type: none"> • Customer Service: 800-364-6331 • RXBIN: 004336 • RXPCN: ADV • RXGROUP: RX1438