



Q&A from Annual Provider Meeting on 1/14/2021

Questions about COVID-19

Find more information along with our COVID-19 payment policy on our [COVID-19 FAQ](#)

Q: Are co-pays for telehealth being waved during COVID?

A: To ensure continued access to care, we have removed cost-sharing (copayments, deductibles, or coinsurance) for medically necessary COVID-19 telemedicine visits. As of January 1, 2021, cost-sharing will resume for non-COVID-19-related telemedicine visits with PCPs, specialists, and additional providers, such as urgent and routine care—and outpatient behavioral health services.

Q: Is there a definite end date for the referral waiver requirement?

A: We are suspending referral requirements for all lines of business during the Massachusetts COVID-19 state of emergency.

Q: Will Allways pay the COVID-19 vaccine administration for all patients regardless if they are assigned to your practice?

A: AllWays will cover the administration of all COVID-19 vaccines that receive emergency use authorization (EUA) or full approval from the Food and Drug Administration (FDA) when they are administered according to Massachusetts regulations related to COVID-19 during the state of emergency.

Questions about our provider portal resources

Q: Is there a way to see online if a person is eligible for their routine eye exam once every 24 months?

A: Please contact the provider service team at 855-444-4647 or providerservice@allwayshealth.org to confirm routine eye exam eligibility.

Q: Can we access your claims mailing address from the provider portal?

A: You can find claims submission instructions on our [claims information page](#).

Q: Does the website show archived policies we can see what policy was in place for a specific date?

A: For member plan information, the “Plan documents and information” section of the member eligibility screen on the provider portal includes current and archived plan documents. For medical policies and payment policies, there is a section called “Publication History” on each policy that indicates the dates it was updated.