

Welcome to AllWays Health Partners
Explore our offerings below, exclusive to our
Provider Network



A health plan that puts you first—so that you can put your patients first

Our team is committed to supporting the healthcare experience for our providers. When you're part of our network, you can access our collection of resources we designed with you—and patients—in mind.

Provider Portal: built to support your practice and delivery of care.

Our secure provider portal offers self-service access to: claim status, explanation of payments, electronic funds transfer, and electronic remittance advice. This is also where you submit referrals and prior authorizations. Log on to **allwaysprovider.org** for all the business tools you use every day.

Best Practice blog & administrative newsletter: curated to deliver valuable content for providers

Our blog is curated to bring providers today's top trending content, while our monthly newsletter delivers the latest updates most relevant to you and your practice from AllWays Health Partners. Register now for both our administrative newsletter at: **provider.allwayshealthpartners.org/manage-subscriptions**.

Empowered with tools that offer providers value and support ongoing success

When you're part of the AllWays provider community, you get the best of what you need, plus additional perks like our free telehealth platform and access to our advisory team for providers.

Provider Roundtable

Provider Roundtable, is our new, exclusive online provider community where you can share your feedback and ideas with us through surveys, discussion boards, and more.

AllWays on Teams

Our proprietary telehealth solution available to all providers contracted with AllWays Health Partners powered by Microsoft's Teams software.

Paper Claims

In-network HMO medical claims:

Payer ID: 04293

Paper Claims: PO Box 853908, Richardson, TX 75085-3908

For behavioral health, PPO, and other claims information, please visit allwayshealthpartners.org/providers/claims-information.

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"> High-tech Radiology Selected Cardiac Imaging & Diagnostic Services Select Molecular & Genetic Testing Radiation Therapy 	eviCore Healthcare, Inc.	888-693-3211
Pharmacy benefits	CVS Caremark®	Non-Specialty Drug Requests Commercial <ul style="list-style-type: none"> Phone 800-294-5979 Fax 888-836-0730 Health Connector (aka Exchange aka QHP) <ul style="list-style-type: none"> Phone 855-582-2022 Fax 855-245-2134 Specialty Drug Requests (all products) <ul style="list-style-type: none"> Phone 866-814-5506 Fax 866-249-6155
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