Like to get started or learn more?

- If you're an employer, please contact your broker.
- If you're a broker registered with us, simply call your sales executive.
- Have questions? You can call us at **866-643-8392.**

allwayshealthpartners.org

Allways Health Partners includes Allways Health Partners, Inc., and Allways Health Partners Insurance Company.

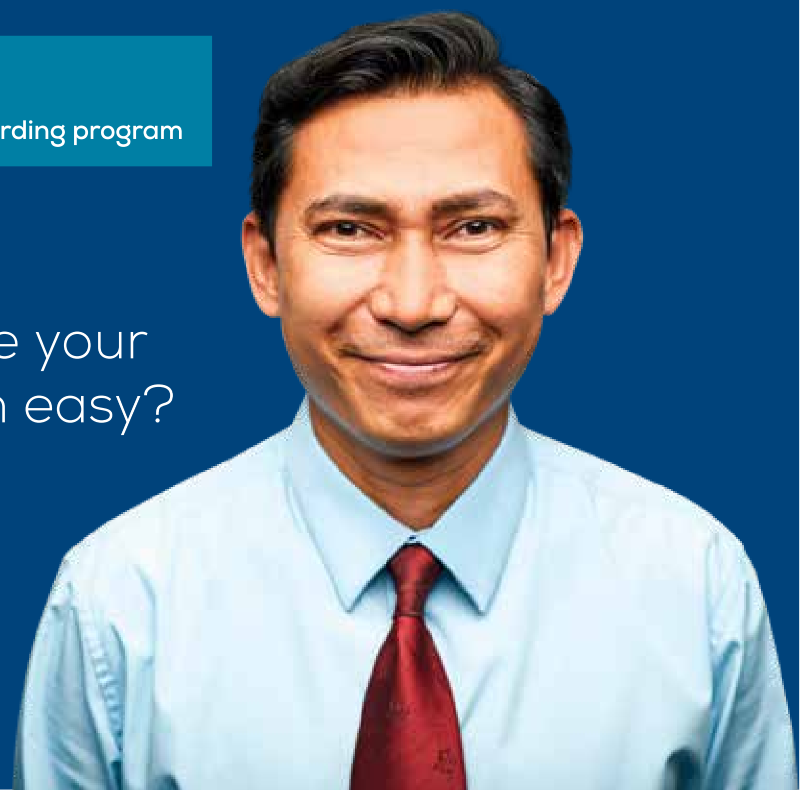
A MEMBER OF PARTNERS HEALTHCARE

12496-0818-00

HEALTH PARTNERS

you in every way℠

LiteSwitch℠ makes the transition to AllWays Health Partners easy.



LiteSwitch

AllWays Health Partners' onboarding program

How can we make your account transition easy? In every way.

LiteSwitch allows employers to minimize their own efforts and get the best of implementation planning and execution. The result is a smooth and trouble-free transition as well as a fully welcoming member onboarding experience.

We are ready to serve your unique needs.

A team led by your sales executive and implementation manager works with you to find the right plans for the special concerns of you and your employees.

The team will:

- Help your employees choose providers
- Answer transition of care questions
- Manage your implementation planning
- Partner with you to coordinate onsite education (health fairs, presentations, etc.) for your employees
- Oversee the smooth coordination and implementation of account and member enrollment all the way through to member ID card delivery

LiteSwitch Resources

Account executive (sales relationship manager)
Your account executive provides ongoing support after implementation and through the renewal.

Online tool to make transition of care easier
Soon-to-be members currently receiving care can talk to us directly or fill out a simple online form if they have a service or prescription that needs to be covered.

On-site enrollment health fairs
AllWays Health Partners representatives help provide clients and employees with information about the plan's benefits, features, the provider network, and more.

Welcome calls and emails
A welcome message greets the new member within 24 hours and connects them with resources that explain their benefits and other important information and services.

Broker and Account Services and Support (BASS)
After enrollment, brokers and employers can call the BASS team at **866-643-8392.** Our BASS team will handle account eligibility inquiries, member-specific add/term requests, account and broker collateral requests, and administrative-related questions.

Prescription drug support

- 30-day transition support medications
- Waivers for step therapies and prior authorization requirements already undertaken

Live customer service, including online chat
Members can speak with one of our expert customer service professionals in English or Spanish by calling **866-414-5533**. Or they can use our convenient live online chat—new in 2019! We also offer translation services in more than 200 languages.

Support when and where you need it

Before implementation

Your sales executive will introduce you to a dedicated implementation team to ensure that all your questions are answered. They will work to educate you and your employees, help with transition of care questions, and consult with you to prepare your enrollment data for processing.

Also, we can easily accept an online EFT binder payment, which expedites your plan's setup since there's no waiting for a check.

During enrollment

An implementation team ensures that all enrollment processes are seamless and efficient. Enrollment is guaranteed within 48 hours of receiving files. We'll provide technical enrollment file guidance as needed.

After members are enrolled

Within 24 hours after we've processed their enrollment, new members receive a welcome message that greets and connects them with resources that explain their plan benefits and other important information and services.

Once coverage begins, members can log in to **allwaysmember.org** any time of day or night to view their plan information, including all claims and records, and connect to their pharmacy benefits.

Members can always talk to (or online chat with) a helpful customer service professional, Monday through Friday, 8 AM to 6 PM and Thursday 8 AM to 8 PM.