Are you getting the most from your plan? Find out inside.
Dear members,

This issue of the member newsletter is packed with information to help you use all the unique benefits that come with your plan. Have additional questions? Email us at customerservice@allwayshealth.org or try our live member chat at allwaysmember.org.

We look forward to hearing from you!

Best,

Jonathan Biron
Director of Customer Service

Ask Customer Service

Q: What happens if I need to have someone else help me access my health plan benefits?

A: This is a question we get a lot. There are two things you can do at any time to plan for an emergency.

Complete a Personal Representative Designation Form

You can give us permission to discuss your account information with another person such as your partner, adult child, or a trusted friend. Just fill out a Personal Representative Designation form. You can change or remove a personal representative at any time.

Having an authorized representative on file is useful in case you are ever too sick to contact us, if someone needs to pay bills on your behalf, or if you pay bills on behalf of another AllWays Health Partners member.

The Personal Representative Designation form is available in English and Spanish. You can download the form and instructions on the forms page of allwaysmember.org.

Keep a personal health information form

A personal health information form includes key medical information like your prescriptions, allergies, and doctors. It gives providers a snapshot of your overall health status. You can find a link to the Centers for Disease Control form on the wellness page of allwaysmember.org.
AllWays Health Partners is proud to be one of the first health plans in the country to have peer recovery coaches on staff. What do the peer recovery coaches do to support our members? They guide people before, during, after, or instead of addiction treatment. In addition, peer recovery coaches have lived experience with substance use disorder, so they know what it’s like to be in recovery.

Our two coaches, Barry and Chris, tell us more in their own words.

How do you explain what a peer recovery coach is?

**Chris:** A recovery coach is a person with lived experience who can support someone on their journey of recovery. I reach out to members who may be suffering from a substance use disorder. I start with a phone call to the members to see if I can get in touch with them, and then I pretty much go from there.

**Barry:** Basically, I sit down with people and ask them questions. I travel a lot to see people in their homes or in public places. And I ask things like: What is it that I can do to help? What do you think you need in order to make the changes that need to be made for you? And then we work from there. And sometimes people don’t know what they want, and so then the conversation becomes about figuring that out.
How does a recovery coach help someone on their recovery journey?

**Chris:** It’s being there for people to show them that there’s hope. I like to refer to us as “hope dealers.” There is a light at the end of that tunnel. Because, let’s face it, when you’re actively using you’re in a really deep dark place. You don’t want to come out of it for anything. Eventually, something happens, and life starts to look like it could get better. If there’s someone there who’s reaching their hand out to you offering that hope, then getting on the path to recovery becomes easier.

**Barry:** Yes, we’re in the hope business. I’m a person with lived experience of this who has come through this, and I try to impart a lot of hope to people. I try to stay very positive at all times.

Do you have a set plan for recovery coaching that you follow?

**Barry:** No. We don’t tell people what to do. You’re the expert on yourself, so you know best what’s going to work for you. I don’t try to move my clients in a particular direction. It’s a process of empowerment. It’s a process that puts the focus on their recovery: what they want and what they need.

**Chris:** Absolutely. A lot of times, people that are struggling with addiction think, “I’m not hurting anyone but myself, so why does anybody else care?” But when we look back once we’re into recovery, we see that we left a wake of destruction. I think it’s important to emphasize that family members suffer just as much. So recovery coaching also incorporates being there for family members and giving them resources.

What are your thoughts on being one of the first health plans to employ recovery coaches?

**Barry:** It’s a very innovative company, and it shows in this initiative because there is nobody else who’s doing it. So I’m really proud to be a part of this. I think it’s really necessary. Recovery services are moving away from just sending people to treatment, and the focus is more on long-term management of addiction. It’s great to be a part of an organization that recognizes that this is important, that it needs to happen.

**Chris:** AllWays Health Partners really cares about people. Also, removing the stigma is huge. The fact that an insurance company is setting precedent, making it seem like there shouldn’t be a stigma attached to mental health and addiction as a whole. When you talk about a company that really cares about their members, this is the epitome of “people first.” We’re showing our members who are struggling that there is someone there to help you. There are people who care and believe it or not they work for an insurance company.

Evidence shows that people working with a peer recovery coach are less likely to relapse and more likely to feel good about their recovery process.

Our recovery coaches can help if you or someone in your family is struggling with addiction. Please call the number on the back of your member ID card and ask to speak with a recovery coach.
An insider’s guide to AllWays Health Partners

By now, you know that your health plan comes with comprehensive coverage and a great network. But have you learned all the other ways your plan can help you to save money and be well?

= available through the member portal, allwaysmember.org

SAVE MONEY

DoctorSmart Rewards
You can save money—and earn up to $500—when you choose high-value providers for certain services.

Fitness and weight loss benefit
Many plans come with a fitness or weight loss benefit—or both!—to reimburse you for healthy behaviors. Check your Schedule of Benefits to learn more and log in to allwaysmember.org to get your reimbursement.

BE WELL

CaféWell
Create your own wellness program on CaféWell, an interactive site with live webinars, blogs, and a health assessment followed by a personalized report. You can also connect many personal tracking devices to the step-based challenges offered in the spring and fall.

Preventive care for adults
Don’t forget that preventive care is $0 even for adults. Visit the member portal to see a list of covered preventive services. Talk to your doctor about what’s right for you.

Health coaches
Talk one-on-one with our health coaches to ask questions or make a personal wellness plan. To get started, call the number on the back of your member ID card and ask to speak with a Health Coach or email healthandwellness@allwayshealth.org.

GET GREAT CARE

Partners HealthCare On Demand
Exclusive! Get virtual urgent care by connecting with a provider 24/7 from anywhere in the U.S. through a secure, interactive video visit on the web or mobile device—including providers from Massachusetts General Hospital and Partners Community Physicians Organization.*

*Nurse advice line
Get quick answers from a registered nurse when your doctor’s not available. Simply call the Customer Service number on the back of your member ID card and follow the prompts.

Digital ID card
Print or download a copy of your member ID card whenever you need it on allwaysmember.org.
Did you get your fitness reimbursement yet?
Open to learn more.