



Complete PPO Plus *for Individuals and Small Group Employers*

# Member Handbook

Effective January 1, 2021





## **Your AllWays Health Partners Complete PPO Plus Member Handbook**

Welcome to AllWays Health Partners.

AllWays Health Partners is a not-for-profit Health Maintenance Organization (HMO) based in Massachusetts. We are pleased to have you as a Member of one of our Preferred Provider Organization (PPO) plans, and we look forward to working with you to keep you healthy.

Any time you need help understanding your AllWays Health Partners Complete PPO Plus Benefits or Membership, you can view all of your Benefit information on [allwaysmember.org](http://allwaysmember.org) or call AllWays Health Partners Customer Service toll-free at 866-414-5533 (TTY 711), Monday through Friday, 8:00 a.m. to 6:00 p.m., and Thursdays 8:00 a.m. to 8:00 p.m.

This handbook gives you important information about your AllWays Health Partners Complete PPO Plus Benefits. It also has some technical terms you may not know. If you need help understanding this handbook, Customer Service Representatives are available to help you. AllWays Health Partners also provides Members with free translation services.



## AllWays Health Partners Translation Services

### English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-462-5449 (TTY: 711).

### Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-462-5449 (TTY: 711).

### Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-462-5449 (TTY: 711).

### Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-462-5449 (TTY: 711).

### Kreyòl Ayisyen (Haitian/French Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-462-5449 (TTY: 711).

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-462-5449 (TTY: 711)。

### Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-462-5449 (TTY: 711).

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-462-5449 (TTY: 711).

### **ខ្មែរ (Khmer/Cambodian)**

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ  
ទូរស័ព្ទ 1-800-462-5449 (TTY: 711).

### **ລາວ (Laotian)**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ  
1-800-462-5449 (TTY: 711).

### **λληνικά (Greek)**

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται  
δωρεάν. Καλέστε 1-800-462-5449 (TTY: 711).

### **العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-462-5449  
(رقم هاتف الصم والبكم: 711).

### **Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 1-800-462-5449 (ATS : 711).

### **Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: 1-800-462-5449 (TTY: 711).

### **Polski (Polish)**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.  
Zadzwoń pod numer 1-800-462-5449 (TTY: 711).

### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-462-5449  
(TTY: 711) 번으로 전화해 주십시오.

### **हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-462-5449  
(TTY: 711) पर कॉल करें।



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