



AllWays Health Partners News

Fall | Winter 2020

you in every waysm

Look for your
new ID cards
in the mail!



allwayshealthpartners.org

Dear members,

This issue of the member newsletter is all about looking after your mental and physical health during the pandemic. You'll find tips on coping with quarantine, keeping kids safe and healthy, and some of the unique benefits your plan has to offer that you might not know about.

During the pandemic it is vital for you to be as healthy as you can be. We encourage you to receive preventive care like vaccines and other important care for any chronic conditions you may have. Routine checkups and well visits are also important. Don't forget those!

If you have any additional questions, you can email us at customerservice@allwayshealth.org or try our live chat at allwaysmember.org.

We look forward to hearing from you!



Jonathan Biron
Director of Customer Service

Protect yourself from the flu

Everyone aged 6 months and older should get the flu vaccine. This year, it is more important than ever!

It's the best way to protect yourself and your family from serious flu illnesses. You can get the flu vaccine from your primary care provider or in-network pharmacy.

To learn more about the flu vaccine, visit allwayshealthpartners.org/flu-info.



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Your provider can see you now

No one is more careful about the spread of COVID-19 than our health care providers—the people who understand its impact on their patients. To provide good and safe patient care, providers are taking extra efforts to protect their patients from its spread. Here's how:

- Waiting rooms have seating spaced apart
- Masks are required for all staff and visitors
- Appointments are scheduled with more time between appointments to allow ample time to clean spaces
- Visits over the phone or video may be used for certain appointments



- Some providers may ask patients to wait in their cars and will call them when their time is ready

Ask Customer Service

Q: Can I access my health plan information after hours?

A: Great question! You can access your account anytime on-the-go using the AllWays Member app. And it just got better! With the latest app update, you can easily check the status of your claim, look up cost sharing information that's specific to your plan, and see a year's history of services you've received.

Visit allwayshealthpartners.org/memberapp to learn more. You can download the AllWays Member mobile app from the App Store or Google Play.



New member ID cards are coming in 2021!



Please keep an eye on your mailbox for updated member ID cards that will arrive around the New Year. These cards will have updated information to help providers to best serve you and your covered family members. Please replace the card in your wallet with your new card and present it whenever receiving health care services as of January 1, 2021.

How to find a new provider in our network

Choosing a new provider is an important decision. Here are some tips on how to do it well.

Consider your personal care needs. A provider's location, your special medical conditions or concerns, and your personal preferences—they're all important considerations.

Research your options. There are many ways to do this. You can ask your current provider for a recommendation; ask friends, family, or coworkers; or do it online.

Determine if that provider is in our network. Our provider directory at allwaysmember.org can help you determine which providers are covered by your plan. HMO plan members may even change or designate a PCP at allwaysmember.org.

Call the provider to make sure they're accepting new patients. See if they can accept you as their patient.

HMO plan members: Remember, at allwaysmember.org you can search, select and designate a new PCP for yourself.



Invite a provider to join our network

Did you know that as a member, you can ask out-of-network providers in MA, NH, and RI to join our network? In fact, patient requests are the #1 reason new providers decide to become part of our network.

Just let any non-participating providers know they can visit **provider**.

allwayshealthpartners.org to join.

Access virtual urgent care anytime, anywhere

On Demand is a convenient, high-quality virtual urgent care service that allows you to have an interactive video visit with a provider right from your home, office, or anywhere in the U.S. Connect with clinicians 24/7 to get medical advice about COVID-19 concerns as well as other urgent care needs. You can access On Demand online at allwaysmember.org.



Live, in-person and online fitness workouts through SplitFit

Access live small group instructor-led virtual and in-person fitness sessions through SplitFit, as part of our fitness benefit available in most of our member plans. Sessions included HIIT, Tabata, Yoga, Barre, Strength Training, Cardio, Core, and more. SplitFit provides an additional \$150 to match your fitness benefit. Visit splitfit.com/allwayshealth to learn more.



Need help understanding your plan's cost sharing?

Knowing the differences between preventive and diagnostic care will help you understand when you'll have cost sharing for different services. Aim your smart phone at the QR code below to go to our member resources page to watch our helpful video about these important health care terms.



allwayshealthpartners.org/members/member-resources

Mental health tips during a quarantine

People react differently to stressful situations, and the outbreak of COVID-19 may cause feelings ranging from concern or worry to anxiety, and even anger. You may also be feeling lonely, bored, or frustrated. It's important to understand your feelings during this time and pay attention to your mental health. And remember, resources are available at liveandworkwell.org and outpatient behavioral health services are a covered benefit on all our plans. Here are some tips for helping take care of yourself during this time.

Look for ways to relax. Find things that help you manage stress. Consider trying deep breathing, stretching, or meditation. There are also apps like Calm or Headspace that may help you deal with stress.

Set boundaries. While it's important to have up-to-date, reliable information, you should limit exposure to the ever-present media coverage.

Create regular routines. Consider setting up a regular routine for physical activity, communicating and connecting with others, and continuing other healthy day-to-day habits.

Make a list. Gather a list of contacts, including friends, family, neighbors, health care providers, as well as any therapists or counselors, and other community resources. Place it somewhere prominent in your home, for example, on your refrigerator.

Check your medications. Make sure you have any prescription and/or over-the-counter medications you need. Take your prescriptions as recommended.

Define how you'll stay connected. Establish how you'll communicate with friends and family through available methods — text, phone calls, over the internet or even through letters in the mail. Consider “face-to-face” time using apps that allow you to videochat with others.

Keep up with healthy habits. Your physical health is an important part of your mental health. Avoid using tobacco, alcohol, or other drugs to try to manage stress. Get plenty of rest and physical activity.

Be aware of stress. A quarantine may cause additional stress. For example, you may experience financial stress if you are unable to work.





Help coping with mental and physical health challenges during a pandemic

We enlisted the help of experts in their fields to address the unique challenges you may be facing at home or at work. You can find these free wellness workshops at <https://go.allwayshealthpartners.org/webinar-series>. They include:

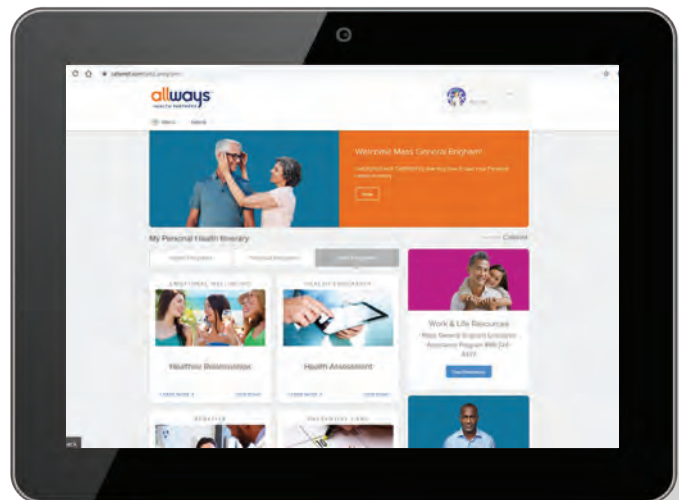
- Surviving and thriving during a pandemic: cultivating self-care for parents in the trenches
- How to combat stress with good nutrition
- Five elements of health and healing
- Strengthen your immune system: It's as simple as A-B-C
- Burnout prevention and recovery
- Strengthening relationships during quarantine

CaféWell® wellness platform and health coaching

CaféWell is our wellness website, and it's included in every member's plan. The first time you log in to the site, you'll be prompted to take a (secure and confidential) health and wellness assessment. Once completed, you'll get a personalized report with steps you can take to stay well and meet your health goals. After that, whenever you log in, you'll see a dashboard with programs tailored to you.

If you're trying to exercise more, you might see articles on working out and activity challenges that will help track your progress. If you're interested in reducing your stress, CaféWell will provide articles on how to avoid burnout, relax, and sleep well. You can find a link to CaféWell on our member portal at allwaysmember.org.

Looking for more personal assistance? Look no further than our Health Coaches. Health Coaches can help you manage stress, eat well, be more active, and quit tobacco. To speak with a Health Coach, contact the Customer Service number on the back of your ID card or email healthandwellness@allwayshealth.org.





6 tips for keeping children safe

As the pandemic situation evolves, it's as important as ever to continue keeping kids and teens physically safe and to watch for mental health issues like stress.

- 1 Continue to teach and model basic hygiene behaviors:** It continues to be essential to keep up with behaviors that prevent COVID-19. Inside the home, wash your hands frequently. Avoid touching your face. Wipe down high touch surfaces and encourage children to do the same. Outside, wear a mask and maintain social distance. Keep hand sanitizer with you in case you must spend time in an area where it is difficult to practice social distancing. For younger children, consider ways to make these behaviors fun.
- 2 Clearly communicate your expectations:** Be clear about what you expect them to do both inside and outside the home. This is especially critical for teens who may be going to school or social events without you. Stress the need to continue practicing smart preventive behaviors such as coughing or sneezing into a tissue or elbow, staying away from those who are sick, and avoiding larger group gatherings.
- 3 Help your child stay socially connected – with limits:** While you may begin to see others in person, make sure to limit your child's time with other children. Also limit time with high-risk individuals, including those who are 65+ and those who have chronic conditions. Help your child stay connected with people they can't see in person through text messages, phone calls, the internet, or even letters.
- 4 Help your child stay active and healthy:** Encourage children to exercise, eat healthy, and get plenty of sleep. This will help boost their immune system and minimize stress. If it is OK in your region, encourage your children to spend time outside. Modeling this behavior is a good way to help your children build these habits.
- 5 Create a flexible but consistent daily routine:** Having a routine helps kids feel more secure and be better behaved. Work with your kids or teens to help plan the routine for the day, as this will make them more likely to follow it. Make sure you allow time for structured activities as well as free time. Include exercise as a part of each day.
- 6 Monitor your child for signs of stress:** It's important to recognize the stress that your child may be experiencing. If you are concerned about how stress may be affecting your child, speak with your child's doctor for guidance.



Important information for our members

Find up-to-date information about
these important topics on allwaysmember.org.

Member Rights and Responsibilities: Your basic rights and responsibilities as an AllWays Health Partners member.

Benefit coverage and obtaining care: How to use your benefits and what's covered and not covered, including how to:

- Get care when you are outside of the AllWays Health Partners service area and benefit restrictions
- Get help with translation
- Submit a claim
- Find information about providers in the AllWays Health Partners network
- Find a Primary Care Provider (PCP) or a primary care location in the AllWays Health Partners network
- Get a referral or authorization from your PCP for specialty care, behavioral health care, and hospital services
- Seek care after hours and how to get emergency care
- Understand the way AllWays Health Partners evaluates new technology for inclusion as a covered benefit
- Find copayments and other cost-sharing responsibilities

Notice of privacy practices and confidentiality: Describes how we collect, protect, use, and disclose your health information.

Post-mastectomy benefits: What you're entitled to if you have a mastectomy.

Appeal and grievance process: How to appeal a denial or submit a formal complaint.

Preventive care guidelines for children: When your child should have preventive care, and what's covered.

Preventive care guidelines for adults: When you should have preventive care and what's covered.

Changes to pharmacy benefits and pharmacy management procedures: Any updates to your pharmacy benefits are listed here monthly, (if your employer offers prescription drug coverage through AllWays Health Partners).

Incentives statement: AllWays Health Partners does not specifically reward providers or any organization reviewing our coverage decisions. Coverage decisions are based on the appropriateness of care, service, and coverage. Nor does AllWays Health Partners give rewards to utilization management decision makers to try to get decisions that result in underutilization.

Utilization management: How to learn more about coverage requests, approvals, and denials.

Advance Directives/Health Care Proxy: How to choose a representative to speak for you in case you can't make your own medical decisions.

AllWays Health Partners quality improvement programs: Learn about our annual plan for ongoing improvements to clinical care, customer service, and patient safety.

Transitioning from pediatric care: How to find an adult PCP for a child who is turning 18.

Care management and disease management services: AllWays Health Partners offers free care management services to help members living with a chronic condition like diabetes or asthma and for members who are pregnant. Learn how to refer yourself or a loved one.

Health Coaching and Tobacco Cessation: AllWays Health Partners offers you telephonic health coaching at no additional charge. Our health coaches help you set and meet your own personal wellness goals. They can help you stick to your provider's recommendations, eat healthier, increase physical activity, manage stress, and quit using tobacco.

To speak with a health coach, call the customer service number on the back of your AllWays Health Partners ID card or email healthandwellness@allwayshealth.org.



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Don't let COVID-19
stop you from getting
the care you need



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