

# Member rights and reference information

Here's a list of information that can help you understand your rights and get the most from your plan. Visit [allwaysmember.org](http://allwaysmember.org) for details about the information described below.

**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 your service area and benefit restrictions
- Get help with translation
- Submit a claim
- Find information about providers in your network
- Find a Primary Care Provider (PCP) or a Primary Care location in your 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
- 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.

**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.

**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 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 member ID card or email [wellness@allwayshealth.org](mailto:wellness@allwayshealth.org).

Call the Customer Service number on the back of your member ID card with any questions or if you would like hard copies of these materials mailed to you.

