Appendix A
Contact Information
Please do not send protected health information (PHI) through unsecured email.

**AllWays Health Partners**

**ADDRESS**
AllWays Health Partners
399 Revolution Drive, Suite 810
Somerville, MA 02145

**WEB**
www.allwayshealthpartners.org

**Appeals and Grievances**

**MAIL**
Appeals and Grievances Dept
399 Revolution Drive Suite 810
Somerville, MA 02145

**FAX**
617-526-1980

**Authorizations and Clinical**

**WEB**
www.allwaysprovider.org

**FAX**
617-586-1700

**Claims (New Paper Claims Only)**

**HMO**
P.O. Box 853908
Richardson, TX 75085-3908

**PPO**
P.O. Box 852099
Richardson, TX 75085-2099

**Claims Adjustments, Appeals, and Correspondence**

**ADDRESS**
AllWays Health Partners
399 Revolution Drive, Suite 810
Somerville, MA 02145

**FAX**
617-526-1902

**COB Only**

**FAX**
617-526-1918

**Compliance Hotline**

To report fraud, abuse, or other compliance problems:

**PHONE**
844-556-2925

**Provider Enrollment & Credentialing**

**EMAIL**
pec@allwayshealth.org

**FAX**
617-526-1982

**Provider Service**

**PHONE**
855-444-4647
Monday through Friday
8:00 a.m. to 6:00 p.m.

**EMAIL**
providerservice@allwayshealth.org

**Aetna Signature Administrators**

(Aetna HealthSCOPE)

**Provider Service**

**PHONE**
800-603-9647

**Medical Claims (HealthSCOPE)**

**PAYER ID**
45321

**PAPER CLAIMS**

PO Box 91612
Lubbock, TX 79490-1612

**Behavioral Health Claims (Optum)**

**PHONE**
844-451-3520

**PAYER ID**
87726

**PAPER CLAIMS**

PO Box 30757
Salt Lake City, UT 84130-0757

**Provider Portal Support**

**EMAIL**
prweb@allwayshealth.org

www.allwaysprovider.org
Delegated Partners

Please do not send protected health information (PHI) through email.

Behavioral Health

Optum

PHONE
Commercial  844-451-3518
PHS Plans  844-451-3520

Dental

Delta Dental

PHONE  800-872-0500
WEB  www.deltadentalma.com

High-Tech Radiology (MRI, PET, CT), Selected Cardiac Imaging & Diagnostic Services, Selected Molecular & Genetic Testing, Radiation Therapy

eviCore Healthcare

PHONE  888-693-3211
FAX  888-693-3210
WEB  www.evicore.com

Sleep Studies

Sleep Management Solutions, Inc.

PHONE  866-827-5861
FAX  866-626-9338
WEB  www.sleepmanagementsolutions.com

Pharmacy

CVS Caremark

PHS PLANS  800-364-6331

NON-SPECIALTY DRUG PRIOR AUTHORIZATION

MAIN PHONE  844-294-0395
COMMERCIAL PHONE: 800-294-5979
FAX:  888-836-0730

QUALIFIED HEALTH PLAN

PHONE: 855-582-2022
FAX:  855-245-2134

SPECIALTY DRUG PRIOR AUTHORIZATION

PHONE  866-814-5506
FAX  866-249-6155