

## 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](http://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](http://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 Portal Support

EMAIL [prweb@allwayshealth.org](mailto:prweb@allwayshealth.org)

### Provider Enrollment & Credentialing

EMAIL [pec@allwayshealth.org](mailto: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](mailto:providerservice@allwayshealth.org)

## Delegated Partners

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### Behavioral Health

#### *Optum*

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

### Dental

#### *Delta Dental*

PHONE 800-872-0500  
 WEB [www.deltadentalma.com](http://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](http://www.evicore.com)

### Pharmacy

#### *CVS Caremark*

##### Non-Specialty Drug Prior Authorizations

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 Authorizations

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

### Sleep Studies

#### *Sleep Management Solutions, Inc.*

PHONE 866-827-5861

FAX 866-626-9338

WEB

[www.sleepmanagementsolutions.com](http://www.sleepmanagementsolutions.com)