

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 Portal Support

EMAIL prweb@allwayshealth.org

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

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

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

