



**Commonwealth of Massachusetts
Group Insurance Commission**

You get the best of value, innovation, and customer care with AllWays Health Partners. Here, it really is all about you.

Explore the features and benefits of your plan

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Looking for a health
plan designed for you?
You found it.



HMO



your health is everything to us

Introducing AllWays Health Partners. A valuable option when it comes to health insurance for GIC members. One that brings a fresh focus to making it as smooth and seamless as it can be for you to access the care you need, when you need it.

As a health plan that puts you first, you get the best of value, innovation, and customer care. Here, it really is all about you.

You'll enjoy comprehensive coverage, access to world-class doctors and hospitals, and personalized care and customer service that are second to none. Read on to learn some of our key differentiators that you won't find anywhere else.

Back to features and benefits



You can find the providers you need by searching our expansive network at allwayshealth.org/gic, or by calling us at **866-567-9175**.

What you want in your health plan: it's all here



Comprehensive coverage

The plan benefits are built for the whole you (and your family) in every way. They include medical, behavioral health, wellness programs, and more. With AllWays Health Partners, your access to high-quality care is everything.

We make it easy to get care

Your HMO coverage starts with your primary care provider (PCP), who'll treat you when you're sick or hurt, and for routine care, like a physical. You can find a PCP by searching our DoctorSmart directory or calling us. When you need to see a specialist, like a heart doctor, your PCP will refer you to specialists to help ensure coordinated care. Referrals are needed for certain specialty services.

An expansive provider network of doctors and specialists

Visit allwayshealthpartners.org/gic to find providers in our network. If you don't see your provider in our directory, please let us know.

World-class hospitals

The best of the best reside here. To name a few: Massachusetts General Hospital, Beth Israel Deaconess Medical Center, MetroWest Medical Center, Brigham and Women's Hospital, Lahey Hospital and Medical Center, Saint Vincent Hospital, Beth Israel Deaconess Hospital-Plymouth, and more throughout the state. Added perk: there is no hospital tiering.



AllWays Health Partners is one of the first health plans in the country to have peer recovery coaches on staff. They're experienced with the complex issues involved in recovery, working with patients to find their strengths and skills. They're here for you when you need them.

Valuable perks and discounts

Here are just some of the programs and services you get with your plan:

- Diabetic eye exam at no additional member cost
- Fitness program reimbursement up to \$150 for individual coverage or \$300 for family—now with virtual fitness subscriptions. Terms and conditions apply
- Discounted eyewear powered by EyeMed
- Reimbursement up to \$130 for childbirth education
- Reimbursement for breast feeding classes
- Discounts or partial reimbursements on home safety products, bike helmets, and more

Peace of mind when you travel

No matter where you travel, you're always covered for emergency and urgent care.

Wellness tools and programs to help you be your best

Your plan comes with free wellness resources and programs to help you be your healthiest self:

- Take a health and wellness assessment and get a personalized report on how to focus on and prioritize your goals
- Use any one of the free healthy living programs available to you, including live interactive webinars, videos, a health library, blogs, online communities, and more
- Join a fitness or nutrition challenge to motivate you
- Take advantage of free one-on-one health coaching

Urgent care when you need it, and how

Your plan helps you get the right care in the right place at the right time. Choose from options including urgent care centers and retail walk-in clinics, a 24/7 nurse advice line, and On Demand.

On Demand offers 24/7 convenient interactive video visits for minor illnesses and injuries—anytime, anywhere in the U.S.

On Demand is NOT for medical emergencies. For medical emergencies, call 911.

Benefit*	Cost sharing
Medical deductible	\$500/\$1,000
Out-of-pocket maximum (includes medical, pharmacy, and behavioral health)	\$5,000/\$10,000
Primary care provider office visit copay	\$20
Specialist office visit copay	\$30/\$60
Behavioral health office visit copay	\$20
Emergency room (emergency care covered at any hospital emergency room)	\$100 and then deductible (copay waived if admitted)
Inpatient medical care	\$275 and then deductible
Outpatient surgery at a freestanding ambulatory surgical center (for non-preventive colonoscopies, endoscopies, and eye surgeries)	\$150 and then deductible
Outpatient surgery (plus hospital based non-preventive colonoscopies, endoscopies, and eye surgeries)	\$250 and then deductible
High-tech imaging	\$100/scan and then deductible
On Demand	\$15
Telemedicine through PCP or Specialist	\$15 or \$30/\$60
Telemedicine for Mental Health Care or Substance Use Care	\$0 member cost sharing for first three visits, then \$15

Benefit information good through June 30, 2023

*Benefits must be received by a participating provider unless otherwise indicated

Unique programs and benefits that improve your care and coverage



We're here to help, even before you're a member

Do you have any upcoming provider visits, treatments, or procedures that will start or continue into the month you become a member? Call us at **866-567-9175**. Or email **customerservice@allwayshealth.org** to get the answers you need.

Always listening to members—you're invited

We welcome you to join our exclusive online AllWays Community. It's an online forum where we reach out to members to get their honest thoughts and ideas on new products and services before we launch in the market. Your insights help us to make AllWays Health Partners better.

Online member chat with highly trained customer service professionals

As a member, you can engage with us in the ways you prefer. You can manage all the details of your plan at **allwaysmember.org**. Or, you can contact us by phone, email, and through online live chat through your secure member portal.



Members have access to leading-edge innovative care programs from top-notch Mass General Brigham hospitals and specialists.

Innovations with providers that benefit you



A member of Mass General Brigham

As a member of one of America's most respected health-care leaders, we are in a unique position to improve care. We think of all our members as patients, too, whether patients of Mass General Brigham providers or of any other provider in our strong and growing provider network.

Access to *Down Syndrome Clinic to You* (DSC2U.org)

Members with Down syndrome and their caregivers get no-cost access to a virtual clinic created by experts that provides personalized care reports, recommended tests and labs, nutrition suggestions, and other wellness resources. Developed by teams at the Down Syndrome Program and Lab of Computer Science at Massachusetts General Hospital and Harvard Medical School.

iHeart ChampionSM program with Brigham and Women's Hospital

Personalized heart disease management care by world-renowned experts help members reduce their bad cholesterol, blood pressure, and risk of heart attacks without the need for office visits.

Learn more at alwayshealth.org/gic

A health plan that puts you first

With AllWays Health Partners, a member of Mass General Brigham, you get the same comprehensive coverage as other GIC plans, a world-class provider network that competes with all local carriers, and innovative programs and perks—all with a healthy dose of common sense. Our health plan provides everything you need to take care of yourself (and your family) in the simplest way possible.

Want to learn more?

Visit us at allwayshealth.org/gic.
Or, even better, connect with us by calling **866-567-9175**.
(TTY users call 711.)



allwayshealth.org/gic



Member of  Mass General Brigham

This plan is administered by AllWays Health Partners Insurance Company, which processes claims for payment but does not assume financial risk for claims.

Easy access to high-quality, virtual urgent care 24/7 right from your tablet, smart phone, or computer



On Demand makes it easy for you to get high-quality, virtual urgent care for minor illness and injuries without the need for travel or referrals. You can do it 24/7, and right from the comfort of your home, office, or anywhere in the U.S.

It's convenient, stress-free, and available 24/7

The provider you see during your interactive video visit can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary. For members three and older, for issues like:

- Upper respiratory infections/flu/cough/cold
- Sinus symptoms
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Urinary symptoms (painful urination, yeast infections—adults only)
- Other minor injuries and minor illness

On Demand is NOT for medical emergencies. For medical emergencies, call 911.

How does it work?

Access the secure On Demand website or app via allwaysmember.org. For your first visit, you'll need to create an account with your member ID number. Registration is quick and 100% secure. Once you're registered, you'll be able to see the next available provider.

Back to features and benefits

Routine healthcare services delivered by network providers at no cost sharing



The listed preventive services, as required by the Affordable Care Act (ACA), reflect routine health care that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems. You do not have to pay for these covered services when delivered by a network provider. Additional services may be added.

Please refer to allwayshealth.org for the most up-to-date listing.

Adults and Children

- Alcohol and substance misuse screening and counseling
- Alcohol and drug use assessment
- Cholesterol screening
- Depression screening
- Hepatitis B screening
- Hepatitis C screening
- HIV screening and counseling
- Immunizations and vaccines, including flu shots
- Pre-exposure prophylaxis (or PrEP) for members who are at very high risk of getting HIV to prevent HIV infection
- Sexually transmitted disease (STD) prevention, screening, and counseling (including gonorrhea, chlamydia, and syphilis)
- Tobacco use screening and counseling
- Tuberculosis infection screening for all patients at higher risk
- Weight management screening and counseling
- Well visits and regular preventive care (medical history and physical examination) including blood pressure screening, height, weight, and body mass index (BMI), screening and counseling for interpersonal and domestic violence

Adults Only

- Aspirin use counseling at your well visit, for members at risk of heart disease or colon cancer
- Colorectal cancer screenings (including lab testing, sigmoidoscopy, or colonoscopy)
- Diabetic screening
- For members 65 and older: fall-prevention counseling at your well visit and vitamin D supplements through your pharmacy benefit
- Intensive behavioral counseling about diet and physical activity for adults who are overweight and have other risk factors for cardiovascular disease
- Lung cancer screening for adults age 50-80 at risk of developing lung cancer
- Tobacco use nicotine replacement therapy
- Type 2 diabetes screening for adults with high blood pressure

Women Only

- Annual GYN exam including screening for urinary incontinence
- Aspirin use for preeclampsia prevention through your pharmacy benefit
- Bacteriuria screening for pregnant women
- Breast cancer chemoprevention counseling for women at higher risk
- Breastfeeding support, breast pump, supplies, and counseling
- Cervical cancer screening including human papilloma virus (HPV) testing
- Diabetes screening for women during and after pregnancy
- FDA-approved contraceptive methods and counseling (contraceptives covered with no member cost sharing include: generics, brand name drugs with no generic alternative, and emergency contraceptives)
- Folic acid supplements for women who may become pregnant, through your pharmacy benefit
- Hepatitis B screening for pregnant women
- Osteoporosis screening for women 60 and older and for younger women with increased risk of fracture
- Rh incompatibility screening for all pregnant women and follow-up testing for women at higher risk
- Screening mammogram, ultrasound or MRI for breast cancer screening. Counseling and BRCA genetic testing
- Sterilization procedures

Men Only

- Abdominal aortic aneurysm: one-time screening for men of specified ages who have ever smoked (age 65 to 75)

Children Only

- Behavioral assessments throughout childhood (includes depression screening)
- Developmental screening and surveillance throughout childhood
- Fluoride varnish for children ages 6 months to 18 years
- Hearing screening for children up to 21*
- Hematocrit or hemoglobin screening for children
- Iron supplements for children ages 6 to 12 months at risk for anemia (over the counter with prescription) and high blood pressure
- Lead screening for children at risk of exposure
- Oral fluoride supplements for children without fluoride in their water (over the counter with prescription)
- Oral health risk assessment for young children
- Vision screening for all children**

* This service is not the same as a hearing exam.

** This service is not the same as a routine or comprehensive eye exam.

Newborn Screening and Tests

- Congenital hypothyroidism screening for newborns
- Gonorrhea preventive medication for the eyes of all newborns
- Hearing screening
- Hemoglobinopathies or sickle cell screening for newborns
- Phenylketonuria (PKU) screening

Get help managing your mental and behavioral health care



These resources can help you find the right care for your behavioral health needs, including provider search tools, online wellness resources, and how to access personalized help.

Search for behavioral health care providers

Visit allways.sapphirecareselect.com for the AllWays Health Partners provider directory. To find providers covered by your plan, use the Network drop-down list in the top right to choose the plan name that matches the one on your member ID card. Then use the “Browse by Category” tool to find psychiatrists, psychologists, social workers, and more in your area.

Access care and helpful resources

Optum is our partner in providing behavioral health care. Their Live and Work Well website offers self-care tools and answers to common mental health questions. You can also use their virtual visit platform to connect with many providers who can see patients both online and in-person.

Go to www.liveandworkwell.com, and create an account on the site with your member ID number to see personalized benefits or *browse as a guest* with the access code **ALLWAYSMA**.

Connect with a therapist or psychiatrist virtually with Talkspace virtual providers

Many AllWays Health Partners members have access to Talkspace, a virtual provider group that makes it easy to access virtual therapy or psychiatry online or through the Talkspace mobile app.

To see if your AllWays Health Partners plan covers access to Talkspace, visit www.talkspace.com/connect and choose the *Get Started* button under “Use my Insurance Benefits.”

Connect with support to manage your care remotely

If you need support when it comes to managing your behavioral health care, you can reach out to the licensed care managers on the Optum Telephonic Behavioral Health Care Management team.

They will conduct an assessment to help remotely coordinate your individual care needs.

Connect with the team at care.coordination@optum.com or by calling the number on the back of your ID card and asking about behavioral health care management.

More ways to support your health and wellbeing

Talk to a Health Coach about your wellness goals

If you're looking for some personal support to help you achieve your wellness goals, our Health Coaches are here to help. For no additional cost, you can talk to a health coach about any health and wellness topic that's on your mind, like how to eat more vegetables, quit tobacco, or integrate walking into your daily routine.

Just email us at HealthandWellness@allwayshealth.org or call the Customer Service number on the back of your member ID card and ask to talk to a Health Coach.

Get help addressing your complex care needs

The Your Care Circle (YCC) program is designed to help members with complex, overlapping care needs manage their physical and behavioral health at no additional cost. A team of behavioral health care managers and registered nurses will work with you to develop an appropriate care plan to address your health challenges, coordinate communication among your providers, and ensure your best health.

The YCC program also includes Peer Recovery Coaches who have lived experience with substance use disorder and can guide and support members before, during, after, and instead of treatment.

You can self-refer to this program when you email yourcarecircle@allwayshealth.org or call the number on the back of your member ID card and ask about the Your Care Circle care management program.

Get a personalized wellness plan with CaféWell

CaféWell is an interactive platform featuring a health assessment and wellness recommendations personalized to you. You'll also have access to walking challenges that connect to your personal fitness tracker, healthy living blogs written by experts, and interactive webinars. You can get started with your CaféWell account by signing in to the AllWays Member portal at allwaysmember.org.

Join our virtual wellness workshops

Our free community webinar series is focused on promoting health and wellness for the community. These workshops are open for anyone to join, not just AllWays Health Partners members. You can watch past recordings of workshops on topics like recovering from burnout, healthy eating, mindful parenting, and more at go.allwayshealth.org/webinar-series.



Visit allwayshealth.org/members/behavioral-health for more mental and behavioral health resources.

Tiering made simple

Just 2 specialist tiers with Complete HMO



Your Complete HMO plan tiers high-quality specialists into two simple groups: higher and lower-cost providers. This makes it easy for you to understand your costs and find the right specialist for you.

Here's how your money-saving tiers work:

- Hospitals are not tiered
- You'll pay less when you see a tier 1 (lower cost) specialist than when you see a tier 2 (higher cost) specialist
- The tier 1 copay is \$30, and the tier 2 copay is \$60
- All providers in the same practice will be in the same tier. If a provider practices at multiple locations, the location where you have your appointment will determine your copay.

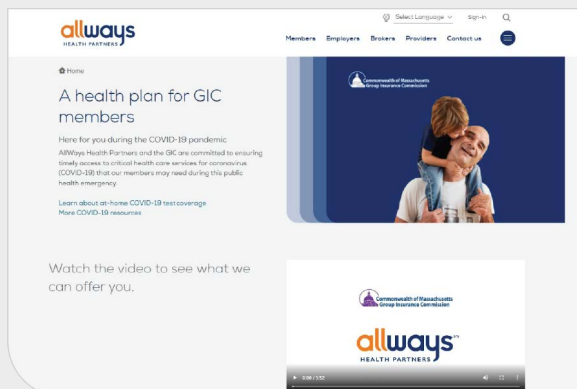
The Complete HMO for GIC members offers comprehensive coverage, great perks, and a strong network that competes with broad network plans.

How do I find tier 1 specialists?

Our DoctorSmartSM provider search includes the most up-to-date information about the GIC tiering.

If you're not a member yet, you can visit allwayshealth.org/gic to search for providers.

Members can access the search in the member portal at allwaysmember.org.



How did AllWays Health Partners assign specialists into tiers?

We based the tiering on quality and cost-efficiency standards in collaboration with the GIC. We used publicly available resources like Leapfrog and Hospital Compare to determine which specialists met our high standards for quality and cost efficiency. Those specialists were placed in the lower tier—which means a lower copay for you!



Questions? We're here for you.

Contact our dedicated GIC Customer Service team at **866-567-9175** or

customerservice@allwayshealth.org. We also have a live chat option at **allwaysmember.org**.



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allwayshealth.org/gic



allways^s
HEALTH PARTNERS

To find your doctor, visit
allwayshealth.org/gic



allwayshealth.org/gic



You've got a strong network with us.

It also competes with other Massachusetts-based GIC plans. With AllWays Health Partners, you have access to world-class hospitals like Massachusetts General Hospital, Beth Israel Deaconess Medical Center, MetroWest Medical Center, Brigham and Women's Hospital, Lahey Hospital and Medical Center, Saint Vincent Hospital, Beth Israel Deaconess Hospital-Plymouth, UMass Memorial Medical Center, and many more throughout the state. To look up specific providers, visit allwayshealt.org/gic.

Have other questions?

Call us at **866-567-9175** (TTY 711). We're available Monday through Friday, 8 AM to 6 PM and Thursdays, 8 AM to 8 PM.

Member of  **Mass General Brigham**

The iHeart ChampionSM program

Works with you to help reduce your bad cholesterol, blood pressure, and risk of heart attacks.



The iHeart Champion program offers qualified participants heart disease management care by world-renowned experts from Brigham and Women's Hospital. It's effective, convenient (no office visits required!), and comes with no member cost sharing.

Among study recipients, average results are:

40% reduction in bad cholesterol in 12–16 weeks

Blood pressure values decreased by an average of 20/6

Decreased risk of heart attacks and strokes

What is the iHeart Champion program?

It's a consultative program to help you control cholesterol and hypertension (blood pressure) levels by carefully selecting medications and doses and monitoring you through digital tools that can be used in the comfort of your home. The program comes at no member cost to you, and it's convenient: all consultations are conducted remotely, so there's no need for office visits. This program is offered to you in collaboration with the Division of Cardiovascular Medicine at Brigham and Women's Hospital. If you qualify, you will enjoy the best of technology, shared data, and the personal touch of caring navigators and clinicians.

Who is on the iHeart Champion care team?

Your iHeart Champion care team is made up of Brigham and Women's Hospital (BWH) cardiologists, endocrinologists, pharmacists, nurses, and iHeart Champion navigators.

How does it help a person like me with cardiovascular disease?

- The iHeart Champion program is a big help to you if you have not yet found the optimal medical therapy for your cardiovascular disease.
- The use of smart technologies allows navigators to keep track of your blood pressure daily and zero-in on the proper medications to help manage your cardiovascular disease.
- This program works with you to find the right medication at the right dose. If you are part of the small minority of members who might experience side effects, we specialize in strategies to overcome these in ways that help you take the medications you need.
- You will receive a blood pressure cuff, at no cost. This allows navigators to remotely monitor your blood pressure.

Continued

- You can take your blood pressure on your own, without disruption to your schedule or busy life.
- This program offers you contact with navigators who become your advocate and help you manage the many

logistics of medical treatment, freeing up your time. These services include coordination with labs, doctors, and AllWays Health Partners.

How can the iHeart Champion program help my PCP?

- PCPs appreciate the frequent and formal contact from the iHeart Champion care team, who keeps them fully in the loop regarding medication changes and the participant's progress.
- PCPs have noted that their patients often engage more seriously with their treatment plan because it is managed by experts at the Brigham and Women's Hospital Remote Cardiovascular Health Program.
- The care team provides enrolled participants with all necessary prescriptions, laboratory orders, and maintenance plans.
- PCPs also report that they are consulted when appropriate and feel assured that the program is optimizing their patient's lipid profile.

How is it built to work so well for members?

- The program is available at no cost for qualified participants.
- If you need lab work or to fill a prescription, your AllWays Health Partners plan cost sharing will apply.
- Individual needs are optimized by tailored, personalized strategies.
- Consultation takes no longer than 5-20 minutes.
- The program is designed to be convenient: No office or hospital visits required.
- The program delivers care remotely. All interactions are conducted by phone and through a web-based platform.
- Members have access to health coaches who can help with goals related to diet, weight, exercise, smoking cessation, healthy habits, lifestyle choices, and more.
- This platform also provides access to free educational content and seminars/webinars, articles, and video tutorials on cardiovascular health and care.
- Most participants receive goal-directed care for three to six months. A maintenance period of up to two years ensures that patients stay engaged with their treatment plan.
- The program is completely optional so a member can opt in or out at their convenience.

How are qualified participants identified?

In coordination with the member's PCP, the iHeart Champion program reviews data using an algorithm to identify qualifying individuals.

How can I participate in the program?

Interested in participating? Contact an iHeart Champion Navigator at iheartchampion@bwh.harvard.edu or call 617-525-9940.

After enrolling, a patient navigator will contact you by phone and help you design a cholesterol-lowering and/or blood pressure plan. Your case is then reviewed by an extensive network of specialists, including cardiologists and pharmacists, who are experts in optimizing your cholesterol and blood pressure levels.

Up to \$300 Fitness Benefit

This favorite benefit puts money in your pocket and a kick in your step



Get reimbursed for being active

Each year, you can get reimbursed up to \$150 (for an individual policy) or up to \$300 (for a family policy) towards membership fees at a qualified fitness facility, program/subscription, or activity.

Here's how to receive reimbursement:

1. Join a qualifying fitness facility, program/subscription or activity. Visit **allwaysmember.org** to see examples of qualifying fitness facilities, programs/subscription and activities.
2. Be enrolled in AllWays Health Partners for at least three months.
3. Submit your fitness benefit form by March 31 of the following year. You can only submit one request per calendar year.

There are two ways to submit your request form:

Submit on our member portal or app

The fastest way to submit a fitness benefit reimbursement request is at **allwaysmember.org** or via our member app, found at **allwayshealth.org/memberapp**.

- Complete your form online
- Get confirmation of your submission

Please allow 15-30 days for processing

Submit by mail or FAX

- You can also get a copy of the reimbursement form and instructions at **allwaysmember.org**
- Fill out the form and mail it to:
AllWays Health Partners
Attention: Claims/Fitness
399 Revolution Drive, Suite 810
Somerville MA 02145
- You can also fax your request form to:
617-526-1902.

*You will not get confirmation of your submission.
Please allow 30-45 days for processing.*

See the most out of life with more from your AllWays Health Partners plan

Your AllWays Health Partners plan includes discounts on vision care and services, with access to one of the nation's largest networks of independent providers and top retail providers such as LensCrafters®, Pearle VisionSM, and Target OpticalSM.

The vision discount plan¹ includes:

THIS IS NOT INSURANCE	
Complete pair of glasses purchase ² : frame, lenses and lens options must be purchased in the same transaction to receive the full discount	
Standard plastic lenses:	
Single vision	\$50
Bifocal	\$70
Trifocal	\$105
Frames:	
Any frame available at provider location	40% off retail price
Lens options:	
UV coating	\$15
Tint (solid and gradient)	\$15
Standard scratch-resistance	\$15
Standard polycarbonate	\$40
Standard progressive (add-on to Bifocal)	\$65
Standard anti-reflective coating	\$45
Other add-ons and services	20% discount
Contact lens materials: (applied to materials only)	
Disposable	0% off retail price
Conventional	15% off retail price
Laser vision correction:	
Lasik or PRK	15% off retail price - or - 5% off promotional price
Frequency:	
Frame	Unlimited
Lenses	Unlimited
Contact lenses	Unlimited

Learn more at allwayshealth.org or call the EyeMed automated service line at 866-723-0391. If you use a TTY/TDD call 711.



LENSCRAFTERS[®]



¹ Discount plan does not apply to members up to age 19 with AllWays Health Partners coverage that includes the ACA-required Pediatric Vision benefit. Please see your Schedule of Benefits.

² Items purchased separately will be discounted 20% off the retail price.

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Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed, and how you can get access to this information. Please review it carefully. AllWays Health Partners provides health insurance coverage to you. Because you get health benefits from AllWays Health Partners, we have protected health information (PHI) about you. By law, AllWays Health Partners must protect the privacy of your health information.

This notice explains:

- When AllWays Health Partners may use and share your health information.
- What your rights are regarding your health information.

AllWays Health Partners may use or share your health information:

- When the U.S. Department of Health and Human Services needs it to make sure your privacy is protected.
- When required by law or a law enforcement agency.
- For payment activities, such as checking if you are eligible for health benefits, and paying your healthcare Providers for services you get.
- To operate programs, such as evaluating the quality of healthcare services you get, providing care management and disease management services and performing studies to reduce healthcare costs.
- With your healthcare Providers to coordinate your treatment and the services you get.
- With health-oversight agencies, such as the Federal Centers for Medicare and Medicaid Services, and for oversight activities authorized by law, including fraud and abuse investigations.
- For health research.
- With government agencies that give you benefits or services.
- With plan sponsors of employer group health plans, but only if they agree to protect that information.
- To prevent or respond to an immediate and serious health or safety emergency.
- To remind you of appointments, benefits, treatment options or other health-related choices you have.
- With entities that provide services or perform functions on behalf of AllWays Health Partners (Business Associates), provided that they have agreed to safeguard your information.

When a federal or state privacy law provides for stricter safeguards of your PHI, AllWays Health Partners will follow the stricter law. Except as described above, AllWays Health Partners cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing. Please note: We cannot take back any health information we used or shared when we had your permission.

For purposes of underwriting, AllWays Health Partners is prohibited from using or disclosing any genetic information.

AllWays Health Partners does not use your health information for any marketing purposes and will not sell your health information to anyone.

You have the right to:

- See and get a copy of your health information that is contained in a “designated record set.” You must ask for this in writing. To the extent your information is held in an electronic health record, you may be able to receive the information in electronic form. In some cases, we may deny your request to see and get a copy of your health information. AllWays Health Partners may charge you to cover certain costs, such as copying and postage.
- Ask AllWays Health Partners to change your health information that is in a “designated record set” if you think it is wrong or incomplete. You must tell us in writing which health information you want us to change, and why. If we deny your request, you may file a statement of disagreement with us that will be included in any future disclosures of the disputed information.
- Ask AllWays Health Partners to limit its use or sharing of your health information. You must ask for this in writing. AllWays Health Partners may not be able to grant this request.
- Ask AllWays Health Partners to get in touch with you in some other way, if by contacting you at the address or telephone number we have on file, you believe you would be harmed.

- Get a list of when and with whom AllWays Health Partners has shared your health information. You must ask for this in writing.
- Be notified in the event that we or one of our Business Associates discovers a breach of your protected health information.
- Get a paper copy of this notice at any time.

These rights may not apply in certain situations.

This notice, effective as of April 17, 2019, will remain in effect until we change it. By law, AllWays Health Partners must give you notice explaining that we protect your health information, and that we must follow the terms of this notice. If AllWays Health Partners does make important changes, we will send you a new notice and post an updated notice on our website. That new notice will apply to all of the health information that AllWays Health Partners has about you. AllWays Health Partners takes your privacy very seriously. If you would like to exercise any of the rights we describe in this notice, or if you feel that AllWays Health Partners has violated your privacy rights, contact our Privacy Officer in writing at the following address:

AllWays Health Partners Privacy Officer
399 Revolution Drive, Suite 810
Somerville, MA 02145

Filing a Complaint or exercising your rights will not affect your benefits. You may also file a Complaint with the U.S. Secretary of Health and Human Services at:

The U.S. Department of Health and Human Services
200 Independence Avenue, SW Washington, DC 20201
Toll Free: 877-696-6775

AllWays Health Partners will not retaliate against you if you file a complaint either with AllWays Health Partners or the U.S. Secretary of Health and Human Services. For more information, or if you need help understanding this notice, call our Member Service Center at 800-462-5449 or TTY 711, Monday through Friday between 8:00 a.m. and 6:00 p.m. (Thursdays from 8:00 a.m. to 8:00 p.m.)

Confidentiality

AllWays Health Partners takes seriously our obligation to protect your personal and health information. To help in maintaining your privacy, we have instituted the following practices:

- AllWays Health Partners employees do not discuss your personal information in public areas such as the cafeteria, on elevators or when outside of the office.
- Electronic information is kept secure through the use of passwords, automatic screen savers and limiting access to only those employees with a “need to know.”
- Written information is kept secure by storing it in locked file cabinets, enforcing “clean-desk” practices and using secured shredding bins for its destruction.
- All employees, as part of their initial orientation, receive training on our confidentiality and privacy practices. In addition, as part of every employee’s annual performance appraisal, they are required to sign a statement affirming that they have reviewed and agree to abide by our confidentiality policy.
- All providers and other entities with whom we need to share information are required to sign agreements in which they agree to maintain confidentiality.
- AllWays Health Partners only collects information about you that we need to have in order to provide you with the services you have agreed to receive by enrolling in AllWays Health Partners or as otherwise required by law.

In accordance with state law, AllWays Health Partners takes special precautions to protect any information concerning mental health or substance abuse, HIV status, sexually transmitted diseases, pregnancy or termination of pregnancy.

Notificación de prácticas de privacidad

En este aviso se describe cómo se puede utilizar y divulgar su información médica y cómo puede obtener acceso a ella. Léalo detenidamente. AllWays Health Partners le proporciona cobertura de seguro médico. Debido a que usted obtiene beneficios de salud por parte de AllWays Health Partners, tenemos su información médica protegida (Protected Health Information, PHI). Por ley, AllWays Health Partners debe proteger la privacidad de su información médica.

Este aviso explica lo siguiente:

- En qué casos AllWays Health Partners podrá usar y compartir su información médica.
- Cuáles son sus derechos en lo que respecta a su información médica.

AllWays Health Partners podrá usar y compartir su información médica en los siguientes casos:

- Cuando el Departamento de Salud y Servicios Humanos de los Estados Unidos la necesite para garantizar la protección de su privacidad.
- Cuando lo exijan las leyes o una agencia de orden público.
- Para actividades de pago, como verificar si usted es elegible para recibir beneficios de salud y para pagarles a sus proveedores de atención médica por los servicios que usted reciba.
- Para administrar programas, como evaluar la calidad de los servicios de atención médica que usted recibe, brindar servicios de administración de la atención y manejo de enfermedades, y llevar a cabo estudios para reducir los costos de la atención médica.
- Con sus proveedores de atención médica, para coordinar los tratamientos y servicios que recibe.
- Con agencias de supervisión de la salud, como los Centros Federales para los Servicios de Medicare y Medicaid, y para actividades de supervisión autorizadas por la ley, incluidas las investigaciones de fraude y abuso.
- Para investigaciones sobre salud.
- Con agencias gubernamentales que le brindan servicios o beneficios.
- Con patrocinadores de planes de salud grupales del empleador, pero solo si aceptan proteger esa información.
- Para prevenir una emergencia inmediata de seguridad o de salud grave, o bien para responder ante dicha emergencia.
- Para recordarle citas, beneficios, opciones de tratamiento u otras opciones relacionadas con la salud a su disposición.
- Con entidades que brindan servicios o desempeñan funciones en nombre de AllWays Health Partners (asociados comerciales), siempre y cuando hayan aceptado proteger su información.

Cuando una ley de privacidad federal o estatal establezca medidas de seguridad más estrictas en relación con su PHI, AllWays Health Partners seguirá la ley más estricta. A excepción de lo que se describe anteriormente, AllWays Health Partners no puede usar ni compartir su información médica con ninguna persona sin obtener su permiso por escrito. Usted puede cancelar su permiso en cualquier momento, pero debe informarlo por escrito. Tenga en cuenta lo siguiente: no podemos recuperar la información médica que hemos usado o compartido con su permiso.

Para fines de contratación de seguro, AllWays Health Partners tiene prohibido usar o divulgar información genética.

AllWays Health Partners no usa su información médica para fines de comercialización y no se la venderá a nadie.

Usted tiene derecho a lo siguiente:

- A ver y obtener una copia de su información médica que se encuentre en un “conjunto de registros designados”. Debe pedirlo por escrito. En la medida en que su información se guarde en una historia clínica electrónica, usted puede recibir la información en forma electrónica. En algunos casos, es posible que deneguemos su solicitud de ver y obtener una copia de su información médica. AllWays Health Partners podrá cobrarle para cubrir determinados costos, como el copiado y el envío por correo.
- A pedirle a AllWays Health Partners que cambie su información médica que esté en un “conjunto de registros designados” si piensa que contiene errores o está incompleta. Debe decirnos por escrito qué información médica desea que cambiemos y por qué. Si denegamos su solicitud, usted puede presentar una declaración de desacuerdo ante nosotros que se incluirá en las futuras divulgaciones de la información en disputa.
- A pedirle a AllWays Health Partners que limite el uso o la divulgación de su información médica. Debe pedirlo por escrito. Es posible que AllWays Health Partners no pueda acceder a esta solicitud.

- A pedirle a AllWays Health Partners que se comunique con usted de alguna otra manera si cree que al comunicarnos con usted en la dirección o al número de teléfono que tenemos registrados podemos perjudicarlo.
- A obtener una lista de cuándo y con quién AllWays Health Partners compartió su información médica. Debe pedirlo por escrito.
- A ser notificado si descubrimos o uno de nuestros socios comerciales descubre cualquier incumplimiento referente al uso de su información médica protegida.
- A obtener una copia impresa de este aviso en cualquier momento.

Es posible que estos derechos no se apliquen en ciertas situaciones.

Este aviso, efectivo desde el 17 de abril de 2019, permanecerá vigente hasta que lo cambiemos. Por ley, AllWays Health Partners debe darle aviso explicándole que protegemos su información médica y que debemos cumplir con los términos de este aviso. Si AllWays Health Partners hace cambios importantes, le enviaremos un nuevo aviso y publicaremos un aviso actualizado en nuestro sitio web. Ese nuevo aviso se aplicará a toda la información médica que AllWays Health Partners tenga sobre usted. AllWays Health Partners toma muy en serio su privacidad. Si desea ejercer alguno de los derechos que describimos en este aviso, o si piensa que AllWays Health Partners ha violado sus derechos de privacidad, comuníquese con el Funcionario de Privacidad de AllWays Health Partners por escrito a la siguiente dirección:

AllWays Health Partners Privacy Officer
399 Revolution Drive, Suite 810
Somerville, MA 02145

Presentar una queja o ejercer sus derechos no afectará sus beneficios. También puede presentar una queja ante la Secretaría de Salud y Servicios Humanos de los EE. UU. (U.S. Secretary of Health and Human Services) en la siguiente dirección:

The U.S. Department of Health and Human Services
200 Independence Avenue, SW Washington, DC 20201
Línea gratuita: 877-696-6775

AllWays Health Partners no tomará represalias en su contra si usted presenta una queja ante AllWays Health Partners o la Secretaría de Salud y Servicios Humanos de los EE. UU. Para obtener más información, o si necesita ayuda para comprender este aviso, llame a nuestro Centro de servicios al miembro al 800-462-5449 o TTY 711, de lunes a viernes entre las 8:00 a. m. y las 6:00 p. m. (los jueves, de 8:00 a. m. a 8:00 p. m.).

Confidencialidad

AllWays Health Partners se toma muy en serio la obligación de proteger su información médica y personal. Para ayudar a mantener su privacidad, hemos instituido las siguientes prácticas:

- Los empleados de AllWays Health Partners no hablan sobre su información personal en áreas públicas como la cafetería, los ascensores o fuera de la oficina.
- Se protege la información electrónica mediante el uso de contraseñas, protectores de pantalla automáticos y acceso limitado solo a los empleados que tengan la necesidad de conocerla.
- Se protege la información escrita a través de su almacenamiento en archivadores cerrados, prácticas para mantener los escritorios ordenados y trituradoras seguras para su destrucción.
- Todos los empleados, como parte de su orientación inicial, reciben capacitación sobre nuestras prácticas de confidencialidad y privacidad. Además, como parte de la evaluación de desempeño anual de cada empleado, los empleados deben firmar una declaración en la que manifiestan que revisaron nuestra política de confidencialidad y aceptan cumplirla.
- Todos los proveedores y las demás entidades con las que necesitamos compartir información deben firmar acuerdos en los que aceptan mantener la confidencialidad.
- AllWays Health Partners solo recopila información sobre usted que debemos tener para proporcionarle los servicios que ha aceptado recibir al inscribirse en AllWays Health Partners o que requiere la ley.

De acuerdo con la ley estatal, AllWays Health Partners toma precauciones especiales para proteger cualquier información relacionada con la salud mental, el consumo de sustancias, la situación de VIH, las enfermedades de transmisión sexual, el embarazo o la interrupción del embarazo.