



Transition of Care Support

We're here to ensure a smooth transition to your new plan – even before your coverage starts.



We want to ensure that your care is uninterrupted and that you get all the services you need on day one.

Our trained professionals are ready to help

- Are you or a family member planning for an upcoming treatment, procedure, or surgery?
- Taking prescription drugs that require special authorization?
- Relying on durable medical equipment (DME), such as a wheelchair or sleep apnea device (CPAP)?
- Undergoing care for an illness, chronic condition, behavioral health, or special need?

Our specially trained Customer Service Professionals are available to discuss any current or planned health care needs you or your family may have.

We can help get existing approvals from your current insurer transferred to us, find you providers in our network, and ensure the continuation of your care. And don't worry—any info you share is strictly confidential. The privacy of your personal health information is very important to us.

Are you looking for providers?

To find doctors in our network, go to allwayshealthpartners.org and use our DoctorSmartSM tool to search among the huge network of providers available to you. If you don't see your provider in our directory, just ask us.



Of course, you can always call us at **866-567-9175**. We look forward to serving you.

Helpful self-service tools are also found on our website

Many of your questions already have answers at allwayshealthpartners.org. There you can:

- Find a doctor on our DoctorSmart search tool
- Look up your drug tier
- Discover member perks
- Learn more about AllWays Health Partners