

Frequently Asked Questions

What is AllWays Community?

AllWays Community is an exclusive online community where members of AllWays Health Partners can share their thoughts and ideas on our products and services through surveys, discussion boards, and more. AllWays Health Partners will use this feedback to improve the member experience.

Why should I join?

Your feedback will help define the AllWays Health Partners for you and other members like you. When you become a member of AllWays Community, you'll be among the first to learn about our latest news, products and services, because you'll be helping to create them. You'll also receive regular communications letting you know how we've acted on your feedback.

In each month that you participate, you will be entered into a monthly drawing for one of two (2) cash awards in the amount of \$100. Please see our full contest rules and regulations.

Who is eligible to join?

To qualify for our online member community you must be:

- 18 years of age or older
- Enrolled in AllWays Health Partners at the time you sign up

How do I become a member of AllWays Community?

It's easy – just click on the 'Join Now' button at www.allwayscommunity.org to take an introductory survey that asks some basic questions. After the survey, you'll receive a confirmation email.

How often will I be contacted?

We know how busy you are. We will email you 1-2 times per month to ask you to participate in activities that match your profile and interests. However, you can log on to AllWays Community whenever you want to see our updates or to see what is being shared.

Do I get to see the results of the different surveys?

Yes! We will periodically publish the results of our surveys on your AllWays Community member page. In addition, we'll also share how we've acted on your feedback.

How do you keep my information confidential and secure?

Your privacy is very important to us. We have processes in place to ensure that the information you provide in AllWays Community is protected. Our processes are consistent with market research and health insurance industry standards and comply with all applicable state and federal privacy and security requirements.

In addition, your answers are kept completely confidential because we review all responses as a whole (aggregate) and not on an individual level. Your responses and participation will have no effect on your benefits and coverage with AllWays Health Partners. For more information, please find our privacy guidelines: [here](#).

Can I cancel my participation in AllWays Community?

Absolutely. Every email you receive will include an unsubscribe link so you can opt out of participating in AllWays Community.

I used to be a member of AllWays Community and want to re-join.

If you want to rejoin our exclusive online community, AllWays Community, just go to www.allwayscommunity.org.

How do I update my profile?

Simply log into allwayscommunity.org and select "My Profile" in the top right corner of your home page.

Who is Vision Critical?

AllWays Health Partners has partnered with industry-leader Vision Critical to create and manage this online member community. Learn more about Vision Critical on their [website](#).

What if I have technical problems (e.g., logging on or viewing a survey)?

For technical issues, please contact [technical support](#).

What if I have other questions about AllWays Health Partners?

For questions about your benefits or health insurance information, please log into allwayshealthpartners.org or call the number on the back of your member ID card.