

Frequently Asked Questions

What is Provider Roundtable?

Provider Roundtable is an exclusive online community where our network providers can share their thoughts and ideas on our products, services and communications through surveys, discussion boards, and more. AllWays Health Partners will use this feedback to make improvements that benefit you, your colleagues, and your patients.

Why should I join?

Your feedback will help define the future of AllWays Health Partners for you and others like you. When you become a member of Provider Roundtable, 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.

Who is eligible to join?

To qualify for our online provider community you must be:

- 18 years of age or older
- A contracted provider at the time you sign up

How do I become a member of Provider Roundtable?

It's easy – just click on the 'Join Now' button at www.allwaysroundtable.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 Provider Roundtable whenever you want to see our updates or to see what we're sharing.

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

Yes! We will periodically publish the results of our surveys on your Provider Roundtable member hub. 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 Provider Roundtable 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, we review all responses as a whole (aggregate), so your answers are kept completely confidential. Your responses and participation will have no effect on your relationship with AllWays Health Partners. For more information, please find our privacy guidelines: [here](#).

Can I cancel my participation in Provider Roundtable?

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

I used to be a member of Provider Roundtable and want to re-join.

If you want to rejoin Provider Roundtable just go to allwaysroundtable.org and click on the ‘Join Now’ button.

How do I update my profile?

Log into allwaysroundtable.org and select Account Setting in the top right corner of the hub.

Who is Vision Critical?

AllWays Health Partners has partnered with industry-leader Vision Critical to create and manage the Provider Roundtable. 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?.

Our provider service team is available Monday through Friday 8:00 AM to 6:00 PM at 855-444-4647 or providerservice@allwayshealth.org.