

## Frequently Asked Questions

### **What is AllWays Advisor Forum?**

The AllWays Advisor Forum is an exclusive online community where employee benefit advisors like yourself can share thoughts and ideas on AllWays Health Partners products, services and communications through surveys, discussion boards, and more. We will use this feedback to make improvements that benefit you, your colleagues, and your clients.

### **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 AllWays Advisor Forum you'll be among the first to learn about our latest news, products and services. That's because you'll be helping us to create them. You'll also receive regular communications letting you know how we've acted upon your feedback.

### **Who is eligible to join?**

To qualify for our online benefit advisor community, you must be:

- 18 years of age or older
- Sell group health insurance in Massachusetts

### **How do I become a member of AllWays Advisor Forum?**

It's easy – just answer a few questions about yourself. After the survey, you'll receive a confirmation email that enters you into the community.

### **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 Advisor Forum at any time to see updates or learn 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 AllWays Advisor Forum 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 the AllWays Advisor Forum 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 AllWays Advisor Forum?**

Absolutely. Every email you receive will include an unsubscribe link, which enables you to opt out of participating in the AllWays Advisor Forum.

**I used to be a member of AllWays Advisor Forum and want to re-join.**

If you want to rejoin AllWays Advisor Forum, just go to [allwaysforum.org](https://allwaysforum.org) and click on the 'Join Now' button. You'll then be added back to the community.

**How do I update my profile?**

Log into [allwaysforum.org](https://allwaysforum.org) and select Account Setting in the top right corner of the hub.

**Who is Alida?**

AllWays Health Partners has partnered with industry-leader Alida to create and manage the AllWays Advisor Forum. Learn more about [Alida](#).

**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?**

You can email [brokers@allwayshealth.org](mailto:brokers@allwayshealth.org) or your Account or Sales Executive.