



FROM



Here to Help You Live a Healthy and Productive Life



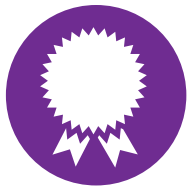
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Allwell's Quality Commitment to You

Allwell strives to provide programs and services that help you stay healthy. This includes encouraging healthy lifestyle choices and education and support for conditions like heart disease and diabetes. Read this newsletter to learn more about these important resources. You can complete checklists and tear out pages to discuss with your doctor. Learn more about:

- Registering at the following website to access important health information: allwell.azcompletehealth.com
- Detecting disease early by completing recommended screenings
- Preventing illnesses by getting important vaccinations
- Keeping medical conditions well-managed so you feel better
- Making good choices regarding exercise, diet and mental health

How is quality measured?

Medicare Advantage plans are rated by the Centers for Medicare & Medicaid Services (CMS) on a scale from 1 to 5 stars based on their quality of service and performance. The tables on the right show star ratings Allwell received on a sample of measures important for preventing and managing illnesses.

Thank you for doing your part to stay healthy and achieve the goal of 4 and 5 stars for many of these! If you haven't already, make this the year to take action.

Get your flu vaccine and talk to your doctor about fall prevention and urinary incontinence. One of the most important ways to stay healthy is to visit your doctor annually and inform him or her of your health issues.

If you have suggestions, or if you would like more information about our Quality Improvement Program, please contact Member Services at the toll-free number on the back of your ID card.

Allwell's Star Ratings (2017)

GOAL MET

- ✓ Good Blood Sugar Control for Diabetics
- ✓ Monitoring of Height and Weight
- ✓ Annual Medication Review, and Assessment of Pain and Functional Status Completed for Special Needs Plans Members

GOAL NOT MET

- ✓ Annual Flu Vaccine
- ✓ Talked to Doctor about Fall Prevention
- ✓ Talked to Doctor about Urinary Problems

Making Your Health a Priority



We know life gets busy, but staying healthy keeps you feeling good and able to do the things you enjoy.

Take the quiz below to see if you are making your good health a priority. It can be as easy as keeping up to date with some important and easy health activities.

Answer each statement with **T** for **TRUE** or **F** for **FALSE**:

T **F** I keep track of my blood pressure and other measurements like blood sugar when I go to the doctor's office.

Why it's important: *High blood pressure and other test results can put you at risk for heart attack, diabetes and stroke. Know your risk so you can take action.*

T **F** My goal is to be physically active every day and exercise 2 or more days per week.

Why it's important: *Regular exercise can improve sleep and your mood, and lower your chances of falling.*

T **F** I schedule my annual wellness visit with my doctor every 12 months.

Why it's important: *Making an appointment with your doctor when you are not sick allows him or her to review important preventive care you need to complete.*

T **F** If I'm feeling overwhelmed taking care of my health issues or making appointments, I know I can contact a case manager to help.

Why it's important: *Allwell's case managers can help you manage your health conditions and schedule appointments to get you the care you need. Please see page 12 for more information.*

(continued)

T

F

I keep my family and friends safe by getting a flu shot in the fall.

Why it's important: Babies under 6 months and older adults are most likely to end up in the hospital from complications of the flu.

T

F

I complete the regular health screenings my doctor recommends.

Why it's important: The odds of surviving cancer are increased by finding it early through regular screening tests like mammograms and colonoscopies.

If any of the above statements were false for you, please talk with your doctor soon. Don't have a doctor? Give us a call to help find one for you. You can call the number on the back of your Allwell ID card.



How We Make Coverage Decisions

At Allwell, we want to help you and your family be healthy, secure and comfortable. There should be no barriers between you and the care you need to get – and stay – healthy.

We believe that all decisions about the care you get should be based on your medical needs, medical appropriateness, safety, and current coverage. Allwell in no way encourages or offers financial incentives to its contracted doctors or any person to deny any type of care or treatment to our members. Allwell does not give money

to decision makers in a way that encourages them to make choices that could prevent you from using needed services. Doctors who do not give proper services to our members will be investigated, and we may choose to end our contracts with them. Allwell will not use information such as your race, ethnicity or language preference to make decisions about coverage or benefits.

Questions?

Call the toll-free or TTY Member Services number on the back of your member ID card, 24 hours a day, 7 days a week. Please ask for the Utilization Management Department.



Looking at New Technologies

Allwell always looks at new procedures, drugs and devices used to treat diseases and conditions. These are called new technologies. Allwell has steps in place to review new technologies and decide if they

will be covered benefits. New technologies are experimental and are reviewed at various stages of clinical studies. During this time, health professionals study their safety and how well they work.

Allwell reviews the studies in the medical literature and gets input from experts to decide if they are safe, effective and medically necessary and appropriate.

(continued)



Connect with Allwell Online

With your no-cost online account at allwell.azcompletehealth.com, you can save time, manage your plan information and build healthy habits.

Here are some of the options available when you log in:



To access all this and more, go to allwell.azcompletehealth.com and log in.

UNDER MY HEALTH PLAN

- View your benefits at a glance.
- View and print a copy of your coverage documents, including your plan's:
 - *Certificate of Insurance* located under *Evidence of Coverage* (which includes your Member Rights & Responsibilities).
 - Schedule of Benefits (such as copayments, coinsurance and deductibles).
 - Benefit restrictions and out-of-area services.

UNDER MY ACCOUNT

- Request a second opinion with an online authorization form.
- Print or order ID cards.
- Manage your account information (such as changing your contact details – home address, email address or password).
- File an appeal or complaint.

UNDER PHARMACY COVERAGE

- See your pharmacy benefits.
- Manage your prescriptions.
- Get mail order forms.
- Research medication information.
- Find a pharmacy.

UNDER MY PLAN ACTIVITY

- Submit and track the status of medical claims. (**Note:** You can also track your claims by phone. Call the Member Services number on the back of your Allwell ID card.)
- View prescription history.
- View or begin a reimbursement request.

UNDER PROVIDERSEARCH

- Find a doctor, a specialist, a hospital, a medical group, urgent care, or other facilities.
- Locate a supplemental plan provider (these are doctors who offer services like behavioral health, dental, vision, or alternative care).

You can also track your claims and get pharmacy information by calling the Member Services number on the back of your member ID card.

Welcome to myStrength



At times, we all struggle with our moods. Anxious or depressive thoughts can weigh us down. Seeking help when you need it and focusing on your mental health are important. Now you can use Web and mobile tools to help you feel better and stay mentally strong.

Strengthen your mind, body and spirit

myStrength is a confidential online resource, personalized to help improve your mood. These self-help resources are designed to help empower you to become – and stay – mentally and physically healthy. This valuable resource offers in-the-moment mood tracking, and it offers you immediate stress-relief activities that can help you achieve lasting, healthy change.

Why myStrength? Here are just a few reasons:

- A variety of mood-improving resources
- Step-by-step eLearning modules
- Interactive tools
- Weekly action plans
- Daily inspiration

- A site that's highly confidential and HIPAA-compliant¹ – for your privacy!
- All this is included with your Allwell from Arizona Complete Health coverage – at no additional cost!



Personal support – on demand!

Sign up today

1. Log in to allwell.azcompletehealth.com, and click on the *Wellness Center* tab to find myStrength; then click *Discover myStrength > Go to Allwell myStrength*.
2. On the Allwell myStrength portal, click *Sign Up*.
3. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.
4. Go mobile! After setting up an online account, download the myStrength app for iOS and Android devices, and register using the same email and password.

¹Health Insurance Portability and Accountability Act, a 1996 federal law that restricts access to individuals' private medical information.

Members have access to myStrength through current enrollment with Allwell from Arizona Complete Health.

Ask Your Doctor about Rheumatoid Arthritis

Get the conversation started with your doctor about effectively managing your rheumatoid arthritis and lowering long-term side effects.

Facts about rheumatoid arthritis

- Rheumatoid arthritis is an inflammatory disease that causes swelling and pain in the joints.
- About 1.5 million people in the U.S. have the disease, with women three times more likely to have it.
- Rheumatoid arthritis is not osteoarthritis, a common form of arthritis that involves specific joints.
- Rheumatoid arthritis affects the entire body, and usually occurs on both sides of the body, typically affecting the small joints in the hands, wrists and feet.

Doctor visit notes:



What should I expect from my treatment?



Are there any side effects that I may experience with current medications?



What can I do to relieve the pain, stiffness and swelling?



What should I do if I'm feeling constant fatigue? Is this normal?



Can I exercise? If so, how much and what type of exercise?



Are there any other specialists that I need to see?

To learn more about rheumatoid arthritis, visit <https://www.cdc.gov/arthritis/basics/rheumatoid-arthritis.html>.



Are You up to Date?

Vaccines and screenings have saved countless lives and lots of grief. That's why Allwell encourages you to stay up to date with health screenings. Here are the top preventive care services to help you stay out of the hospital.

EVERY YEAR:

- Wellness visit – Wellness visits done every year can help solve health problems before they become an issue. Make sure you don't have any health surprises!
- The flu vaccine – This is a quick and easy shot you can get every year at your doctor's office. Protect yourself and your loved ones from the flu. The flu can be serious, and the shot has prevented thousands of hospital visits and millions of illnesses.¹
- Eye exam – If you have diabetes, remember to get an eye exam every year. These exams can save your eyesight!

EVERY TWO YEARS OR AS YOUR DOCTOR SUGGESTS:

- Screening mammogram – For women, breast cancer screenings get even more important as you get older. Mammograms, or X-ray pictures of the breast, should be completed every two years and only take about 15 minutes. Allwell recommends screenings for women ages 50–74.

EVERY 1–10 YEARS:

- Colonoscopy – Colon cancer is one of the leading causes of cancer death in men and women, but it can often be prevented or found at an early stage. You can do this by getting a colonoscopy. If nothing is found, you can go up to 10 years without another one. If you don't want to get a colonoscopy, you can complete a take-home test every year called a FIT. Ask your doctor which test is right for you. It's best to start at age 50 and continue up to age 75.

Did you know?

These services don't have to be expensive. In fact, all are covered benefits!

¹Influenza Division program impact report 2015–2016, <https://www.cdc.gov/flu>.

Adult Screenings and Immunizations

(AGES 19 AND OLDER)



Use this guide to help remind you to schedule well-care visits with your family doctor. This chart is not medical advice and does not imply specific benefit coverage. Always seek and

follow the care and advice of your personal doctor. Please check your plan benefit language for coverage, limitations and exclusions.

Vaccine/Service	19–39 years
Annual wellness visit (height, weight, BMI, BP, depression screening)	Every year
Hearing screening	As your doctor suggests
Vision screening	Every 5 to 10 years
Glucose	Check if at high risk
Cholesterol screening	Routine screening for men beginning at age 35, every 5 years
Colorectal cancer screening	As your doctor suggests
Aspirin therapy to prevent heart disease	As your doctor suggests
Hepatitis B (Hep B) – 3 doses	As your doctor suggests
Hepatitis A (Hep A) – 2 doses	As your doctor suggests
Tetanus, diphtheria (Td)	Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years
Measles, mumps, rubella (MMR)	1 or 2 doses if no history of prior vaccination or infection
Pneumococcal vaccines	As your doctor suggests
Influenza (flu shot)	Every year
Counseling/Education	As your doctor suggests
Females Cervical cancer test	Starting at age 21, every 3 years
Bone mineral density (BMD)	As your doctor suggests
Chlamydia screening	Every year through age 24 if sexually active and non-pregnant
HPV (Gardasil) – 3 doses over a 6-month period	3 doses or as your doctor suggests
Mammogram to check for breast cancer	As your doctor suggests
Males Rectal exam/PSA test	As your doctor suggests
Abdominal ultrasonography	As your doctor suggests

Sources: American Academy of Pediatrics (www.aap.org); American Congress of Obstetricians and Gynecologists (www.acog.org); Centers for Disease Control and Prevention, Advisory Committee on Immunization Practices (www.cdc.gov/vaccines); U.S. Preventive Services Task Force (www.uspreventiveservicestaskforce.org).

Vaccine/Service	40–64 years	65 and older
Annual wellness visit (height, weight, BMI, BP, depression screening)	Every year	
Hearing screening	After age 40, discuss with your doctor	
Vision screening	Every 2–4 years for ages 40–54; every 1–3 years for ages 55–64	Every 1–2 years
Glucose	Every 3 years starting at age 45	
Cholesterol screening	Routine screening for women beginning at age 45, every 5 years	Every 5 years, or as your doctor suggests
Colorectal cancer screening	Ages 40 to 49, if high-risk – discuss with your doctor Beginning at age 50, talk to your doctor about these tests: High-sensitivity Fecal Occult Blood Test (gFOBT), FIT annually, or FIT-DNA 1–3 years, or colonoscopy every 10 years, or sigmoidoscopy every 5 years, or sigmoidoscopy every 10 years with FIT-DNA every year, or CT colonography every 5 years	
Aspirin therapy to prevent heart disease	As your doctor suggests	
Hepatitis B (Hep B) – 3 doses	As your doctor suggests	
Hepatitis A (Hep A) – 2 doses	As your doctor suggests	
Tetanus, diphtheria (Td)	Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years	If at risk
Measles, mumps, rubella (MMR)	As your doctor suggests	
Pneumococcal vaccines	As your doctor suggests	
Influenza (flu shot)	Every year	
Counseling/Education	At each annual wellness visit or based on individual need	
Females Cervical cancer test	30–65, every 5 years with HPV testing	As your doctor suggests
Bone mineral density (BMD)	Screening based on risk	Every 2 years
Chlamydia screening	Annually, if high-risk	
HPV (Gardasil) – 3 doses over a 6-month period	As your doctor suggests	
Mammogram to check for breast cancer	Annually or as your doctor suggests	
Males Rectal exam/PSA test	Discuss with your doctor	
Abdominal ultrasonography	As your doctor suggests	Once for those ages 65 to 75 who have ever smoked

Case Management Means Real Help for Serious Illnesses

Finding your way through the health care system can be a challenge. This is more true if you or a loved one is facing a serious illness. Allwell has a team of nurses, social workers and other health care professionals who can help. They work with you and your doctors to develop a plan to help you manage your illness and regain your health.



Allwell has a team of health care professionals who can help you navigate the complicated world of health care.

A CASE MANAGER CAN:

- Help find community resources to support your care.
- Help all your doctors and providers to better share information about your care with one another.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
 - Your health condition.
 - Your treatment options.
 - The actions you can take to improve your health.

It is your decision whether to take part in case management. Your choice will not affect the status of your health care benefits.

CASE MANAGEMENT MAY HELP IF YOU OR A LOVED ONE:

- Has a complex illness, such as:
 - Diabetes
 - Coronary artery disease
 - Asthma
 - Congestive heart failure
 - Transplant
 - End-stage renal disease
 - Cancer
- Has had many hospital stays.
- Needs advanced or extensive home care.
- Has had a traumatic injury.
- Has a terminal illness.

Call Allwell's Case Management Line

You can learn more about how your caregiver or doctor can refer you to the case management program. You can also ask for an evaluation to find out if case management can help you.

Call Allwell's Member Services toll-free at: HMO, 1-800-977-7522 or HMO SNP, 1-877-935-8020 (TTY: 711). Interpreter services are available 24 hours a day.

Make a Change!

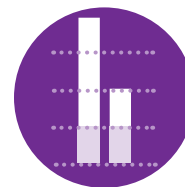
Urinary incontinence (UI) is urine leakage that cannot be controlled. This is more common than you may think, but the good news is your doctor can help!

Many people with urine leakage wait years before asking for help and often give up things they enjoy for fear of leakage in public.¹ This can change! There are treatments and options available that can help. If urine leakage is a problem for you, talk to your doctor.

If you find it hard to bring up the topic, you could say something like:

This will let your doctor know you want to talk about it. Your doctor can help by learning more about what caused your bladder leakage and suggesting the best ways to treat it.

If you have an issue with bladder leakage, talk with your doctor so he or she can help. That is the best way you can make a change and get back to doing the activities you enjoy!



Did you know?
Millions of Americans have urine leakage. Over 1 in 4 men and 1 in 2 women are affected.¹ Urine leakage can have a negative effect on many aspects of your life.

“There are times when I cannot control my bladder.”²



¹Urology Care Foundation: The Official Foundation of the American Urological Association. Retrieved from: <https://www.urologyhealth.org/urologic-conditions/urinary-incontinence>. March 5, 2018.

²National Institute on Aging. Talking with Your Older Patient: Talking with Older Patients about Sensitive Subjects. Retrieved from: <https://www.nia.nih.gov/health/publication/talking-your-older-patient/talking-about-sensitive-subjects#incontinence>. March 5, 2018.



A New Preventive Service for Medicare Members!

We're excited to tell you about a great new service that's available to Allwell Medicare members who meet the requirements.

It's a lifestyle change program that can help you lose weight, adopt healthy habits and reduce your risk of developing diabetes. Before people develop diabetes, they almost always have "prediabetes." This is when blood glucose (sugar) levels are higher than normal but not yet high enough to be diagnosed as diabetes. The following elements are included in the program to help you succeed.

Allwell has partnered with a vendor, Solera Health, to provide this service and match qualified members with a program that best fits their needs.

Visit www.solera4me.com/allwell or call 1-877-790-4520 (TTY: 711), Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern time to see if you pre-qualify.

We hope you'll use this opportunity to make a lasting impact on your health.



A focus on healthier food choices and increased activity levels.



16 weekly lessons over the span of six months, followed by monthly maintenance sessions.



1-on-1 interactions with a lifestyle health coach.



Small group, in-person classes for encouragement and support.

The best part...It's available at no cost to qualified members.



At the Heart of Diabetes

Heart disease is the leading cause of death and disability in the United States among adults with uncontrolled diabetes, high blood pressure and high cholesterol levels. Taking medicines as directed is a major part of staying healthy and avoiding serious complications. Drugs such as statins and ACE-inhibitors with aspirin help prevent problems with your heart. Taken together, these drugs help reduce heart attacks and strokes.¹

Chances are this isn't the first time that you are reading about how important it is to take your medications correctly. In the United States, among adults diagnosed with diabetes, individuals are at an increased risk for heart disease by two to three times. There is a 60 percent chance of dying from the condition. On average, about 280,000 heart attacks occur per year.²

Cost, side effects and forgetfulness are just a few reasons why people may not take their medications as prescribed. Sometimes, people stop taking medications because their symptoms seem to be better. However, you should always talk to your doctor or pharmacist before stopping or changing the way you take any medication.

Keep a list of your medications with you at all times. When traveling, make sure to bring enough medicine and supplies with you for the trip. Keep medications, syringes and blood sugar testing supplies in your carry-on bag. Do not check these supplies in case your luggage is lost. Bring copies of your prescriptions, and consider getting a medical alert bracelet.³

The symptoms of diabetes can range in severity, so you may not notice an immediate change when you neglect to take your medicine. However, the long-term effects of high blood sugar can be serious and even fatal. Avoid serious complications of diabetes by taking your medications regularly! Managing your ABCs (A1C, blood pressure, cholesterol), along with eating proper foods and exercise, will help keep your heart healthy.



If you have any challenges with taking your medication, talk to your doctor or pharmacist for some helpful tips.

(continued)

¹Dudl, JR et al. "Preventing myocardial infarction and stroke with a simplified bundle of cardio-protective medications." *American Journal of Managed Healthcare*. 2009. 15(10): e88-e94.

²The Connection between Diabetes, Heart Disease, and Stroke. <https://www.thediabetescouncil.com> > *Guides*. Jan 16, 2018.

³Diabetes Health Center, WebMD, available at www.webmd.com/diabetes/tips-traveling. Accessed March 28, 2018.

Medication tips

- Work with your doctor to find the right mix of diet, exercise and medication.
- If forgetfulness, cost or side effects are a few of the reasons you stop taking your medication, talk to your doctor or pharmacist for help.
- Talk to your pharmacist about your medications and what to expect when you take them.
- Let your doctor know if you become ill. Some medicines that you can buy without a prescription, like cold remedies, have a lot of sugar or may react with your current medications. Ask your doctor or pharmacist what the best choices are to avoid serious drug reactions.
- Alcohol has calories and can interact with medications. Ask your doctor or pharmacist if it is safe to drink alcohol with your medications.
- Know your medications' names (brand, generic and over-the-counter). Keep a current list of your medications and any herbal supplements you take.



Our Pharmacists Are at Your Service

Our pharmacists provide a wealth of support and information, whether you contact them or they reach out to you to offer advice and answer questions. Each day, our clinical pharmacists review our members' prescription drug histories. They look for ways to improve our members' drug therapies.

These pharmacists help our members get the most from their Allwell pharmacy benefit. They're very good at what they do. As more than a few members have said, "I never knew my insurance company cared about me so much!"

Members who have difficulty taking their diabetes, high blood pressure and high cholesterol drugs get telephone calls and letters from our pharmacists offering ways to help with their long-term conditions.

OUR EXPERIENCED PHARMACISTS TAKE THEIR TIME TO EXPLAIN:

- The reasons for taking new and long-term prescription medicines
- How taking the medicines should affect the body
- How and when conditions should stabilize or improve while taking the medicines

For members who take multiple drugs for chronic conditions or other illnesses, our pharmacists use an automated process to check drug histories four times a year. They can see:

- Prescribed medicines and amounts.
- When doctors prescribed medicines and for how long.
- Any drug interaction concerns.

They also can see if and when prescriptions were filled at local pharmacies or sent by Allwell's mail order pharmacy. Our pharmacists also work with members' doctors, when needed, on ways to improve their treatment plans.

After each review, these members get letters that explain what was found and how to get a full medication review with a pharmacist.

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Did you know? Our PBM (Pharmacy Benefit Manager) has dozens of pharmacists and pharmacy technicians ready to help with any drug or pharmacy issue.



For information about any of our pharmacy services, visit our website at **allwell.azcompletehealth.com**, or call Member Services at the toll-free number on the back of your member ID card. We are

here to assist you seven days a week, between 8:00 a.m. and 8:00 p.m. (automated telephone service is used some weekends and holidays).

Talk with your Allwell pharmacist about:

- Taking your medicines exactly as your doctor prescribes.
- Clearly understanding what your medicines can do when taken correctly.
- Staying organized by listing all of your prescription medicines and over-the-counter drugs, supplements and medical supplies (visit www.scriptyourfuture.org for a wallet-size checklist).
- Taking your medicines regularly by using a seven-day pillbox and setting an alarm.
- Marking your calendar as a reminder to call in refills so you won't run out.
- Getting automated refills by signing up at your local pharmacy.
- Picking up all of your refills at your local pharmacy on the same day each month.
- Lowering your copayment costs by asking for generics and 90-day supplies.
- Using our mail order pharmacy to reduce trips to your local pharmacy and save money.
- Talking with your doctor after any lab work and after you are admitted to and discharged from a hospital.



8 Easy Home Exercises

As an older adult, regular physical activity is one of the most important things you can do for your health. It can help prevent many health problems. It also helps reduce the risk of falls so you can remain independent and continue doing the daily activities you enjoy.

Being physically inactive is not good for you, no matter your age or health condition. Keep in mind, some physical activity is better than none at all and will benefit your health. Most people feel better, physically and emotionally, when they get regular exercise.

Aerobic activity or “cardio” gets you breathing harder and your heart beating faster. All types of activities count – from gardening to taking a dance class or a bike ride – as long as you’re doing them at a moderate or vigorous intensity for at least **10 minutes at a time**. Even something as simple as walking is a great way to get the aerobic activity you need, as long as it’s at a moderately intense pace.

How do you know if you’re doing moderate or vigorous aerobic activity? On a 10-point scale, where sitting is 0 and working as hard as you can is 10, moderate-intensity aerobic activity is a 5 or 6. It will make you breathe harder and your heart beat faster. You’ll also notice that you’ll be able to talk, but not sing the words to your favorite song.

If you’re 65 years of age or older, are generally fit, and have no limiting health conditions, try some of the exercises below. You don’t need expensive equipment, just a chair!



Before starting an exercise routine, please consult your doctor.

1 SINGLE LIMB STANCE

- It’s best to start off with a simple balance exercise. Here’s how you do this one: Stand behind a steady, solid chair (not one with wheels), and hold on to the back of it. Lift up your right foot and balance on your left foot. Hold that position for as long as you can; then switch feet.
- The goal should be to stand on one foot without holding onto the chair and hold that pose for up to a minute.

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2 RIGHT-LEFT SWITCH

Try to use your non-dominant hand to complete tasks you'd normally do with your dominant hand.

While it might sound like a recipe for disaster, using your non-dominant hand for everyday tasks such as brushing your teeth or eating builds new connections between your brain cells. Also, the more you use your non-dominant hand, the stronger it will get.

3 ROCK THE BOAT

Stand with your feet apart, so that the space between them is the same width as your hips. Make sure both feet are pressed into the ground firmly. Stand straight, with your head level. Then, transfer your weight to your right foot and slowly lift your left leg off the ground. Hold that position for as long as possible (but no more than 30 seconds).

Slowly put your foot back onto the ground; then transfer your weight to that foot. Slowly lift your opposite leg. Start by doing this exercise for balance five times per side; then work your way up to more repetitions.

4 CLOCK REACH

You'll need a chair for this exercise.

Imagine that you are standing in the center of a clock. The number 12 is directly in front of you and the number 6 is directly behind you. Hold the chair with your left hand.

Lift your right leg and extend your right arm so it's pointing to the number 12. Next, point your arm toward the number 3, and finally, point it behind you at the number 6. Bring your arm back to the number 3 and then to the number 12. Look straight ahead the whole time.

Repeat this exercise twice per side.

5 WALL PUSHUPS

As long as you've got a wall, you can do this strength training exercise for seniors.

Stand an arm's length in front of a wall that doesn't have any paintings, decorations, windows, or doors. Lean forward slightly and put your palms flat on the wall at the height and width of your shoulders. Keep your feet planted as you slowly bring your body toward the wall. Gently push yourself back so that your arms are straight. Do 20 of these.

6 TOE LIFTS

This strength training exercise for seniors also improves balance. **You'll need a chair or a counter.**

Stand straight and put your arms in front of you. Raise yourself up on your toes as high as you can go; then gently lower yourself. Don't lean too far forward on the chair or counter. Lift and lower yourself 20 times.

7 SHOULDER ROLLS

This is a simple exercise you can do seated or standing.

Rotate your shoulders gently up to the ceiling, then back and down. Next, do the same thing, but roll them forward and then down.

8 HAND AND FINGER EXERCISES

The following are exercises to improve flexibility. You don't need to stand for these.

In the first exercise, pretend there's a wall in front of you. Your fingers will climb the wall until they're above your head. While holding your arms above your head, wiggle your fingers for 10 seconds. Then walk them back down.

During the second exercise, touch your hands while they're behind your back. Reach for your left hand while your right hand is behind your back. Hold that position for 10 seconds. Then try with your other arm.



Emotional Health & Wellness

We are committed to providing access to the highest quality medical care. We also want to be sure that each member's emotional health is also considered. Overall wellness includes both physical health and emotional health – as the mind and body are connected.

As an Allwell member, in addition to your medical benefits, you have access to behavioral health resources that can help you stay emotionally healthy. Stressful life events like an illness, loss of a loved one, or financial problems can have a serious effect on your emotional well-being.

If you have been diagnosed with anxiety or depression or think you may be having symptoms, it is important to understand that these conditions are not a sign of weakness.

EFFECTIVE TREATMENTS CAN INCLUDE:

- medications
- supportive counseling (psychotherapy)
- a combination of medication and counseling

These are treatable conditions, and talking with your doctor is an important first step to feeling better.

Besides anxiety and depression, Allwell can provide help with a number of other behavioral health issues. Allwell has free resources available online that can help you learn more about multiple aspects of many behavioral health conditions.

Log in to our website at allwell.azcompletehealth.com, and select *Wellness Center > Get Healthy > Symptom Checker*.

Allwell also provides members with access to the Nurse Advice Line, where you can speak to a clinician 24 hours a day at no cost. Call 1-800-893-5597 or 1-855-688-6596 (TTY: 711).



Members requiring hearing- and speech-impaired assistance can reach the TTY line by calling 711.

Managed Health Network, LLC (MHN) is Allwell's behavioral health subsidiary, which may be available to help support you and your primary care physician with your emotional health. To see if you have behavioral health coverage provided by MHN, refer to your plan documents or check for the MHN phone number on the back of your member ID card.

Remember, seeking help is not a sign of personal weakness. You can always talk to your doctor about any concerns you have. Identifying your, or your loved one's, emotional condition and getting help can be the first step toward a healthier and happier life.

“You don't have to go through it alone.”

Customer Service Is Important to Us!



At Allwell, we want you to receive the quality of care you deserve and have an excellent experience.

We are doing a lot to make that happen, such as:

- Creating a new Customer Experience team dedicated to improving customer service and promptly fixing any problems.
- Moving our Customer Call Center to one centralized location staffed with seasoned and knowledgeable representatives.
- Striving to provide concierge-level service for every phone call.

WHAT IS THE CAHPS SURVEY?¹

The CAHPS Survey is a questionnaire that collects information about members' experiences with their health plans and providers. Shown at right are some important things to know about the CAHPS Survey.

Allwell uses the results from the CAHPS surveys to see where we need to make changes to improve your customer experience and where we are doing well. Please complete this survey if it comes to you!



CAHPS surveys are required by the Centers for Medicare & Medicaid Services (CMS).



CAHPS surveys are sent out annually to a random selection of members.



Your answers are anonymous.



Your feedback is important.

¹The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.



When Is the Emergency Room the Right Choice?

When you or a loved one is hurt, you want the best care possible. Deciding where to go isn't always easy. Sometimes you need care fast, but a trip to the emergency room (ER) may not be needed. Many people do not realize that other treatment options are available for many illnesses. Urgent care centers (UCCs) can treat many conditions and minor illnesses. Most UCCs are open after normal business hours, and chances are you won't wait as long as at the ER.

Emergency care vs. urgent care

EMERGENCY CARE ✓

In general, a medical emergency is when your life, body parts or bodily functions are at risk of damage or loss unless you get medical care within a few hours. It can also be a sudden, extremely painful condition that you believe needs immediate medical attention.

If you think you have an emergency situation, call 911 or go to the nearest hospital.

URGENT CARE ✓

In general, urgent care is for a situation that is not life-threatening and can be cared for in the next 24 hours. UCCs can also be useful if you need care after normal business hours or when you are out of your plan's service area. Research the closest UCC by talking to your doctor or visiting:

allwell.azcompletehealth.com

You can also call your doctor. He or she may book an appointment for you or recommend a UCC in Allwell's provider network. If your doctor is not available, you can call the Nurse Advice Line and speak to a clinician 24 hours a day at no cost. Call **1-800-893-5597 (TTY: 711)**.

Questions?

Please refer to your Evidence of Coverage document for benefit and coverage information about urgent care and emergency services.

Tips to remember!

- You can also call your medical group if you cannot see your doctor.
- Call your primary care physician as soon as possible after leaving a UCC or ER. Then he or she can coordinate any necessary follow-up care.



Fall Risk Assessment

Take this simple assessment to know your fall risk.

Answer each question **YES** or **NO**:

- YES** **NO** Do you have pain or stiffness in your joints most days?
- YES** **NO** Do you have difficulty walking due to a balance problem?
- YES** **NO** Do you have trouble getting out of a chair or feel unsteady when you walk?
- YES** **NO** During the past 12 months, have you fallen all the way to the ground?
- YES** **NO** Do you regularly take medications that affect your balance or may make you drowsy?

Scoring: A “Yes” to any of the above indicates you may be at higher than normal risk for falls. Please take this assessment to your next doctor’s appointment to discuss further your fall risk and overall bone health. Your doctor may be able to make recommendations on reducing your fall risk.



We Have a Language Assistance Program for You

Is it easier for you to read and speak in a language other than English? Allwell has a no-cost Language Assistance Program to help us talk to each other. Allwell's Language Assistance Program offers interpreters, translations and alternate formats of print materials.

INTERPRETERS ARE AVAILABLE FOR YOU:

- You cannot be required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a minor as an interpreter, unless there is an emergency and no other interpreter is available.
- You can get an interpreter at no cost for all of your medical appointments.
- You have a right to file a grievance if your language needs are not met.
- Sign language services are available upon request.

Oral translation allows you to have documents you get from Allwell read to you in your language.



To request an interpreter, please call the number on the back of your ID card. You should call at least five days in advance if you would like to request an in-person interpreter. We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in over

150 languages. Interpreters are available during call center business hours.

Written translation allows you to get some documents in some languages.

Alternate formats of print materials are available upon request. Alternate formats include large print and accessible PDFs.

To request a translation or alternate format, call the Member Services number on the back of your ID card.

“Interpreter assistance helps you talk with your doctor, other health care providers and Allwell staff.”

Your Preferred Language, Race and Ethnicity

Please call us at the number on the back of your identification card to let us know your preferred spoken and written language. We may also ask your race and ethnicity. We use this information to improve the quality of services that you receive. You have the option to decline to answer if you prefer.

Allwell will protect your race and ethnicity information. Individual language, race and ethnicity information will only be shared with health care providers for quality

improvement purposes. Allwell will not use your race, ethnicity or language information to determine coverage eligibility.

“ If you need help with the enclosed information, please call Member Services using the phone numbers on the back cover. Interpreter services are available Monday through Friday during the hours listed on the back cover. ”



Know Your Rights and Responsibilities

Allwell is committed to treating you in a manner that respects your rights, recognizes your specific needs and maintains a mutually respectful relationship. To demonstrate our commitment, Allwell has adopted a set of member rights and responsibilities.

YOU HAVE THE RIGHT TO:

- Receive information about Allwell, its services, its practitioners and providers, and members' rights and responsibilities.
- Be treated with respect and recognition of your dignity and right to privacy.
- Participate with practitioners in making decisions about your health care.
- Have a candid discussion about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or the care it provides.
- Make recommendations regarding Allwell's member rights and responsibilities policies.

YOU HAVE THE RESPONSIBILITY TO:

- Supply information (to the extent possible) that Allwell and its practitioners and providers need to provide care.
- Follow plans and instructions for care that you have agreed on with your practitioners.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the highest degree possible.





How We Protect Your Privacy

Protecting your privacy is a top priority at Allwell. We have strict policies about how we may collect, use or disclose your protected health information (PHI). In addition, you have certain rights regarding the information we maintain about you.

PHI INCLUDES INFORMATION ABOUT:

- You, including demographic information, such as your race, ethnicity or language spoken, or any information that can reasonably be used to identify you.
- Your past, present or future physical or mental health or condition.
- The provision of health care to you.
- The payment for that care.

Allwell is required by federal and state laws to notify you about your rights and our legal duties and privacy practices with respect to your protected health information.

Allwell's Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.
- Your rights as a member to access PHI and to request amendments, restrictions or an accounting of disclosures of PHI.
- The procedures for filing a complaint. For a copy of Allwell's privacy policies, please log in to our website at allwell.azcompletehealth.com; then, scroll down to the bottom of the page and click *Notice of Privacy Practices > Notice of Privacy Practices*. You may also request a copy by calling the toll-free Member Services number on the back of your member ID card. For questions about the Notice of Privacy Practices, please email: Privacy@healthnet.com

Allwell Medicare has a contract with Medicare to offer HMO plans. Enrollment in Allwell Medicare depends on contract renewal.

Allwell complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Allwell does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Allwell:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Allwell’s Member Services telephone number listed for your state on the Member Services Telephone Numbers by State Chart. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

If you believe that Allwell has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number in the chart below and telling them you need help filing a grievance; Allwell’s Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TTY: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Member Services Telephone Numbers by State Chart

State	Telephone Number and Plan Type
Arizona	1-800-977-7522/1-877-935-8020 (HMO and HMO SNP) (TTY: 711)
Arkansas	1-855-565-9518 (HMO) (TTY: 711)
Florida	1-844-293-2636 (HMO); 1-877-935-8022 (HMO SNP) (TTY: 711)
Georgia	1-844-890-2326 (HMO); 1-877-725-7748 (HMO SNP) (TTY: 711)
Illinois	1-855-766-1736 (HMO) (TTY: 711)
Indiana	1-855-766-1541 (HMO and PPO); 1-833-202-4704 (HMO SNP) (TTY: 711)
Kansas	1-855-565-9519 (HMO); 1-833-402-6707 (HMO SNP) (TTY: 711)
Louisiana	1-855-766-1572 (HMO) (TTY: 711)
Mississippi	1-844-786-7711 (HMO); 1-833-260-4124 (HMO SNP) (TTY: 711)
Missouri	1-855-766-1452 (HMO); 1-833-298-3361 (HMO SNP) (TTY: 711)
New Mexico	1-844-810-7965 (HMO SNP) (TTY: 711)
Ohio	1-855-766-1851 (HMO); 1-866-389-7690 (HMO SNP) (TTY: 711)
Pennsylvania	1-855-766-1456 (HMO); 1-866-330-9368 (HMO SNP) (TTY: 711)
South Carolina	1-855-766-1497 (HMO and HMO SNP) (TTY: 711)
Texas	1-844-796-6811 (HMO); 1-877-935-8023 (HMO SNP) (TTY: 711)
Wisconsin	1-877-935-8024 (HMO SNP) (TTY: 711)

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the Member Services number listed for your state in the Member Services Telephone Number Chart.

SPANISH: ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al número del Departamento de Servicios al Afiliado que se enumera para su estado en la Ficha de Números de Teléfono del Departamento de Servicios al Afiliado.

VIETNAMESE: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin vui lòng gọi số điện thoại phục vụ hội viên dành cho tiểu bang của quý vị trong Bảng số điện thoại dịch vụ hội viên.

CHINESE: 請注意: 如果您使用中文，您可以免費獲得語言援助服務。請撥會員服務部電話號碼表所列的您所在州的會員服務部號碼。

FRENCH CREOLE (HAITIAN CREOLE): ATANSYON: Si w pale kreyòl ayisyen, ou ka resewwa sèvis gratis ki la pou ede w nan lang pa w. Rele nimewo sèvis manm pou eta kote w rete a. W ap jwenn li nan tablo nimewo telefòn sèvis manm yo.

ARABIC:

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل برقم خدمات الأعضاء المدرج في لائحة رقم هاتف خدمات الأعضاء الخاص بالولاية المقيم فيها.

FRENCH: ATTENTION : Si vous parlez français, un service d'aide linguistique vous est proposé gratuitement. Veuillez appeler le numéro de téléphone du Service aux membres spécifique à votre État qui se trouve dans le tableau de numéros de téléphone du Service aux membres.

RUSSIAN: ВНИМАНИЕ! Если Вы говорите на русском языке, мы можем предложить Вам бесплатные услуги переводчика. Позвоните в Отдел обслуживания участников по указанному для Вашего штата номеру в телефонном справочнике Отдела обслуживания участников

GERMAN: ACHTUNG: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie bitte die für Ihren Bundesstaat zuständige Rufnummer des Mitgliederkundendienstes an, die im Telefonverzeichnis des Mitgliederkundendienstes angegeben ist.

TAGALOG: PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuha ka na mga libreng serbisyong pantulong sa wika. Tawagan ang numero ng Mga Serbisyo ng Miyembro na nakalista para sa iyong estado sa Tsart ng Numero ng mga Serbisyo ng Miyembro.

PORTUGUESE: ATENÇÃO: Se falar português, estão disponíveis, gratuitamente, serviços de assistência linguística. Ligue para o número dos Serviços aos Membros indicado para o seu estado na Tabela de números de telefone destes serviços.

PENNSYLVANIAN DUTCH: Geb Acht: Wann du Deitsch schwetze kannscht, un Hilf in dei eegni Schprooch brauchst, kannscht du es Koschdefrei griege. Ruf die Glieder Nummer von dei Staat, ass iss uff die Lisch an die Glieder Hilf Telefon Nummer Kaart.

GUJARATI: સાવધાન: જો તમે ગુજરાતી બોલતા હો તો, ભાષા સહાય સેવાઓ, નિઃશુલ્ક, તમારા માટે ઉપલબ્ધ છે. સભ્ય સેવા ટેલેફોન નંબર ચાર્ટમાં તમારા રાજ્ય માટે સૂચબિદ્ધ સભ્ય સેવાઓ નંબર પર કોલ કરો.

JAPANESE: 注意事項 : 日本語を話される場合、無料の言語支援サービスをご利用いただけます。メンバーサービス電話番号チャートに記載されているお住まいの州のメンバーサービスまでお電話ください。

MARSHALLESE: LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin eo am ilo ejjelok wōñāān ñan kwe. Kallok nōmba in telpon in Jermal in Jipañ ñan ro Uwaan eo ej jeje ñan state eo am ilo Jaat in Nōmba in Telpon in Jermal in Jipañ ñan ro Uwaan.

LAOTIAN: ເອົາໃຈໃສ່ ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບັນຊີນຊ່ວຍເຫຼືອດ້ານພາສາໄວ້ອ້ອຍຖ້າບໍ່ມີການທ່ານ ໂດຍບໍ່ເສຍຄ່າ. ກະລຸນາໃຫ້ທາລະນາຍບໍລິການສະມາຊິກທະບູໄວ້ໃນລັດຂອງທ່ານໃນແຜນພູມລະຫວ່າງໂທລະສັບ ບໍລິການສະມາຊິກ.

HMONG: CEEV FAJ: Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau tus xov tooj ntawm Lub Chaw Pab Cuam Tswv Cuab ntawm koj lub xeev ntawm Tus Xov Tooj Ntawm Lub Chaw Pab Cuam Tswv Cuab Hauv Daim Ntawv No.

KOREAN: 알림 사항: 귀하가 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 받으실 수 있습니다. 가입자 서비스 전화번호 표에 있는 귀하의 주 가입자 서비스 안내번호로 전화하십시오.

HINDI: ध्यान दें: यदि आप हिन्दी भाषी हैं, तो आपके लिए, भाषा सहायता सेवाएं, मुफ्त में, उपलब्ध हैं। सदस्य सेवा टेलीफोन नंबर चार्ट में अपने राज्य के लिए सूचीबद्ध सदस्य सेवा नंबर पर कॉल करें।

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod numer działu obsługi klienta odpowiedni dla twojego stanu, dostępny w Wypisie numerów telefonu działu obsługi klienta.

THAI: โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถขอรับบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่าย โทรไปยัง หมายเลขบริการสมาชิกที่ระบุไว้ในรัฐของคุณในแผนภูมิหมายเลขโทรศัพท์สำหรับบริการสมาชิก

AMHARIC: ማሳሰቢያ፡ አማርኛ የሚያውሩ ከሆን፣ የቋንቋ አገልግሎቶች ያለክፍያ አለልዎት። በ አባላት አገልግሎት የስልክ ቻርት ላይ ባለው በአባላት አገልግሎት ቁጥር ይደውሉ።

PERSIAN:

توجه: اگر به زبان فارسی صحبت می کنید، خدمات امداد زبانی به طور رایگان در اختیار شما می باشند. با شماره تلفن خدمات اعضا برای ایالت خود که در جدول شماره تلفن های خدمات اعضا ذکر شده تماس بگیرید.

BURMESE: သတိပဋိသ္ဋ္ဌ: ဗမာစကားပြောလျှင်၊ သင့်အတွက် ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများ အခမဲ့ ရရှိပါသည်။ အဖွဲ့ဝင်ဝန်ဆောင်မှုများ တယ်လီဖုန်းနံပါတ်ဇယားထဲ၌ သင့်ပြည်နယ်အတွက် စာရင်းသွင်းထားသည့် အဖွဲ့ဝင်ဝန်ဆောင်မှုများနံပါတ်ကို ဖုန်းခေါ်ပါ။

DUTCH: GRAAG UW AANDACHT: Indien u Nederlands spreekt, zijn taaldiensten gratis voor u beschikbaar. Gelieve de Ledendienstnummer vermeld voor uw staat in de Ledendiensten Telefoonnummer Tabel op te bellen.

PUNJABI: ਧਿਆਨ ਦੇਵੋ: ਜੇਕਰ ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਬਨਿ ਕਮਿ ਮੁੱਲ ਦੇ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲੱਬਧ ਹਨ। ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਦੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਚਾਰਟ ਵੱਲ ਤੁਹਾਡੀ ਸਟੇਟ ਦੇ ਲਈ ਦੱਸੇ ਗਏ ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਦੇ ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

SWAHILI: TAHADHARI: Kama unazungumza Kiswahili, huduma ya msaada wa lugha, bure, zinapatikana kwa ajili yako. Piga Nambari ya Huduma ya Mwanachama iliyoorodheshwa ya jimbo lako kwenye hiyo Chati ya Nambari za Simu za Huduma ya Mwanachama.



For more information, please contact:

ALLWELL

PO Box 10420

Van Nuys, CA 91410

allwell.azcompletehealth.com

ARIZONA

HMO members call 1-800-977-7522.

HMO SNP members call 1-877-935-8020.

TTY users should call 711.

From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

Allwell has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until December 2018 based on a review of Allwell's Model of Care.

Allwell is contracted with Medicare for HMO, HMO SNP and PPO plans, and with some state Medicaid programs. Enrollment in Allwell depends on contract renewal.

This health plan is issued by Bridgeway Health Solutions. Bridgeway Health Solutions and Health Net of Arizona, Inc. are affiliated companies owned by Centene Corporation.