



Neighborhood Health Plan (NHP) becomes
AllWays Health Partners on January 1, 2019

Purpose of this communication:

- To communicate that Neighborhood Health Plan (NHP) has announced that, beginning January 1, 2019, the company will be known as “AllWays Health Partners.”

What do I need to know?

- This rebranding will be effective on January 1, 2019.
- All NHP members will get a new member ID card to reflect the new brand ahead of January 1, 2019.
- The ID number for members will change. This new number will appear on the AllWays Health Partners member ID card.
- NHP will not be changing their phone number or address as a result of the rebrand. Providers can still find all of NHP’s contact information on NHP.org.
- This rebranding will not impact your contract with CareCentrix.
- There is no provider action required for NHP members who are on service with authorizations that extend into 2019. CareCentrix will end-date the current authorizations to December 31, 2018 and will issue new service authorization forms for services with open authorizations on or after January 1, 2019 with the new member ID and authorization number.

What do I need to do?

- Effective January 1, 2019, any requests for authorization made through CareCentrix for AllWays Health Partners members must be made using the AllWays Health Partners member ID.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.