

Transition of Care Form



To be completed by agent:

Agent name

Health plan name

Health plan start date

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New member medical care checklist

Welcome to Allwell!

As a new Allwell member, we want to make sure you continue getting the health care services, medical supplies and/or scheduled care you need to feel your best. Please take a few minutes to answer the questions below so we can help make your transition to our health plan easy and complete.

Depending upon your needs, one of our health management team members may call you to find out if there are any other ways we can help you. Your answers will not affect your membership in our plan.

Your name

Your date of birth

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Your Medicare number

Your phone number

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Your address

1. Do you currently rent any durable medical equipment, such as a hospital bed, a wheelchair, or oxygen, or receive any other medical supplies on a monthly basis such as diabetic supplies?

Yes No

2. Are you currently receiving nursing or therapy services? (Such as home health care nursing services or therapies, or outpatient therapy, including physical, occupational or speech therapy, or chemotherapy.)

Yes No

3. Do you have surgery scheduled in the future or are you still receiving follow-up treatment from a recent surgery?

Yes No

Date of surgery

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(continued)

For more information, please contact:

Allwell

PO Box 10420

Van Nuys, CA 91499-6208

<https://allwell.buckeyehealthplan.com>

1-855-766-1851 (HMO), 1-866-389-7690 (HMO SNP) (TTY: 711)

From October 1 to February 14, you can call us 7 days a week from 8 a.m. to 8 p.m. From February 15 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.

Allwell has a contract with Medicare to offer HMO and HMO SNP plans. Allwell has a contract with Medicare and the state of Ohio to offer HMO SNP plans. Enrollment in an Allwell Medicare Advantage plan 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 at: 1-866-389-7690 (HMO and HMO SNP) (TTY: 711). From October 1 to February 14, you can call us 7 days a week from 8 a.m. to 8 p.m. From February 15 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 above 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 (TDD: 1-800-537-7697).

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

SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
CHINESE	注意：如果您說中文，您可以免費獲得語言援助服務。請致電 1-866-389-7690 (HMO and HMO SNP) (TTY: 711)。
GERMAN	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
ARABIC	تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. يُرجى الاتصال بالرقم 1-866-389-7690 (HMO and HMO SNP) (مكبلاو مصلا فتاه مقر: 711).
PENNSYLVANIAN DUTCH	AADACHT: Wann du Deitsch Schwetze kann, kannscht du frei Schprooch aushilfe griege. Ruf Nummer 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
FRENCH	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
CUSHITE	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
KOREAN	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-389-7690 (HMO and HMO SNP) (TTY: 711) 번으로 전화해 주십시오.
ITALIAN	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
JAPANESE	注意事項：日本語を話される場合、無料の言語支援をご利用いただけません。 1-866-389-7690 (HMO and HMO SNP) (TTY: 711) まで、お電話にてご連絡ください。
DUTCH	AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
UKRAINIAN	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).
ROMANIAN	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-866-389-7690 (HMO and HMO SNP) (TTY: 711).