

PartNers for Health Wellness Program

QUICK REFERENCE GUIDE

PARTNERS
FOR HEALTH

CALL: 1.888.741.3390 (M–F, 8a.m.–8p.m.), then:

- **Press 1 for Customer Service**, then:
 - Press 1 to verify your status in the PartNers for Health Wellness Program for 2015.
 - For all other questions, remain on the line to speak to a Customer Service Representative.
- **Press 2** to enroll in a **Coaching Program**.
- **Press 3** to connect to the **24-hour Nurse Advice Line**.
- **Press 4** to speak to a **Lifestyle Management Coach**.
- **Press 5** to speak to a **Disease Management Coach**.

VISIT: www.partnersforhealthtn.gov, then:

- **Access Well-Being Connect (WBA):**
Click on **MY WELLNESS LOGIN** button.
- **Learn about the Partnership Promise:**
Use the Blue Partnership Promise box links.
- **View User Instruction Guides (WBA & Screenings):**
Use the Quick Links box links.

EMAIL: partnersforhealth@healthways.com

APPEALS: Any member can file an appeal.

- **Phone:** 1.888.741.3390 (M-F, 8a.m.–8p.m.)
- **Email:** tnappeals@healthways.com
- **E-Fax:** 1.615.807.3996

The appeals form can be found at www.partnersforhealthtn.gov under the Quick Links box.