

# Finding a Provider & Steps to Using Your Insurance

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ConciergeCare counselors can recommend a variety of health care provider options and help you choose based on past performance with other members, as well as several other factors including efficiency, quality of care, treatment protocols and fair pricing. Please give us a call at: +1-855-773-7810 or +1-786-453-4008. You can also send us an e-mail to [Conciergecare@payerfusion.com](mailto:Conciergecare@payerfusion.com); we would be happy to help you find a provider that is best suited for you and fairly priced.

**Our online provider search can be found on our website, [www.wellaway.com/en/providers/](http://www.wellaway.com/en/providers/).**

## Finding a Provider

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The UnitedHealthcare Global network is available under your coverage. In order to maximize your benefits and pay the least out of pocket, we urge our members to use UnitedHealthcare's Premium Care Physicians and In-network facilities. We recommend you read the [UnitedHealthcare Member Guide](#).

Staying within your policy's network of providers will control your medical expenses while living in the U.S. Your ConciergeCare counselor or a UnitedHealthcare Global representative can suggest an in-network provider that offers the same services as a provider outside the plan's network. Using an out of network provider is more costly for you.

ConciergeCare +1-855-773-7810 or [Conciergecare@payerfusion.com](mailto:Conciergecare@payerfusion.com).

## Steps to Using Your Insurance

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**Step 1 - Stay In-Network:** Find an in-network provider. Call or email ConciergeCare for help or use the provider search tool.

**Step 2 - Know Your Costs:** Determine if your visit or procedure requires pre-authorization, co-payments or co-insurance. Many doctor's offices will contact your insurance company directly to pre-approve the visit or procedure and confirm patient responsibility. We highly recommend that you ask your doctor to do this before your visit. If ConciergeCare assists you in making the appointment, this will be taken care of for you.

**Step 3 - Show Your Member ID and Confirm Your Information:** Once you have confirmed with your doctor's office or WellAway that your visit is covered and it's time to see the doctor, be sure to present your ID card at the time of your visit. They may already have a copy on file but be sure to confirm they have all the correct information.

**Step 4 - Pay Your Member Responsibility:** You may have a deductible, a co-payment or co-insurance due. Please pay what is owed on your behalf and we will take care of handling your claim thereafter.