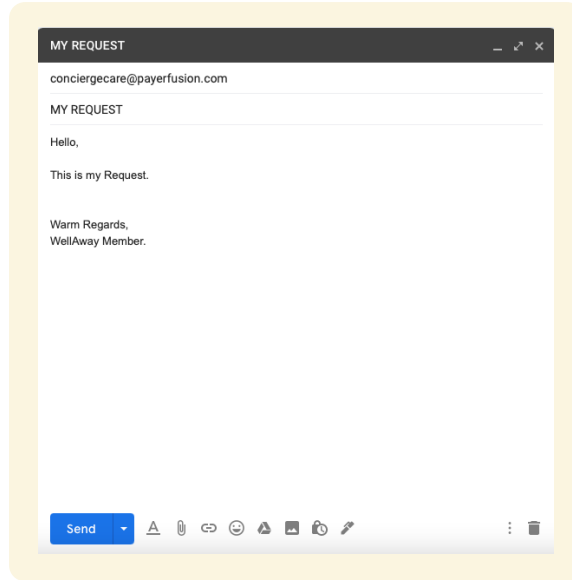


WellAway & Payerfusion HelpDesk Guide

We are excited to announce our new HIPAA compliant communication system to help us serve you better. Below is a guide to help you set up your new account.

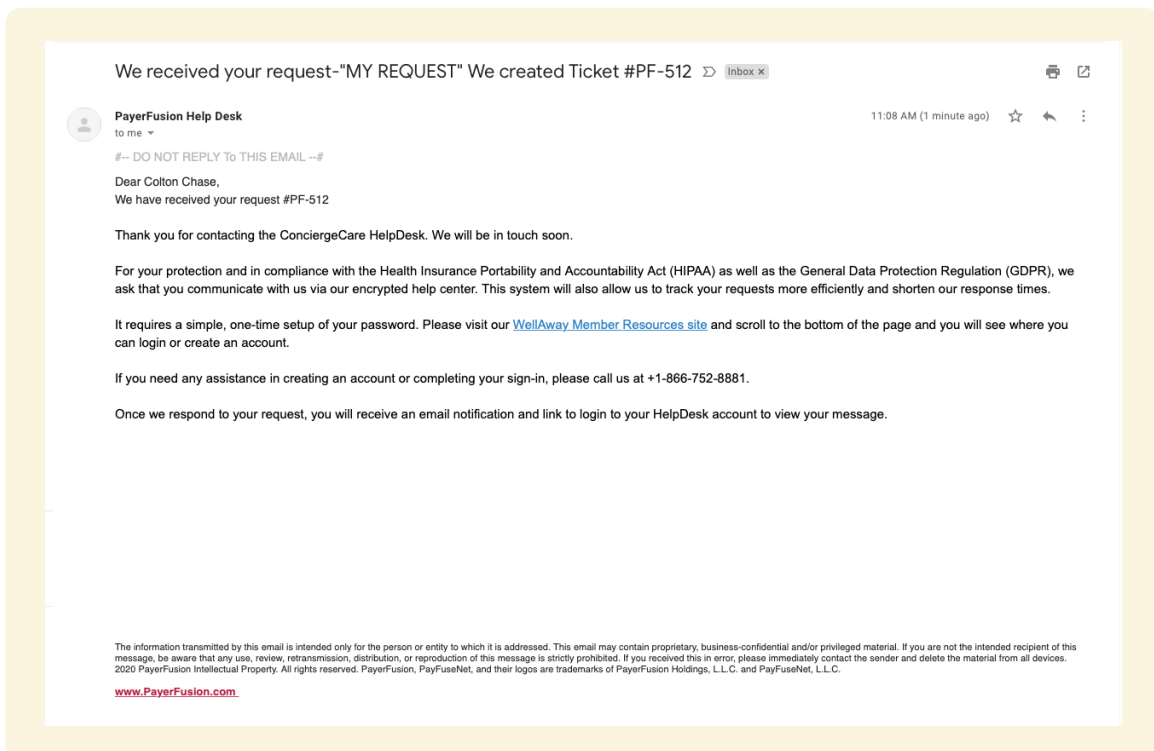
You can send us an email as you normally would...

conciergecare@payerfusion.com or conciergecare@wellaway.com



After you send in a request, we will send you an automatic email (see below) with a link to the HelpDesk portal where you will first create your account and then have all your discussions with us.

[Click Here for our HelpDesk](#)



Once you follow the link you will find the HelpDesk portal.

When you come to the Sign in for the HelpDesk you will click on the Register Account Button.

WellAway Home Why Wellaway Our Plans Brokers Providers Contact Corporate **Find A Plan**

Sign in to HelpDesk

Email

Password

Sign in

New to HelpDesk? [Register account](#)

Forgot your password? [Restore password](#)

Submit a Claim

Important Member Resources

Member Guide

[Here](#) ↗

ConciergeCare HelpDesk Guide

[Here](#) ↗

UnitedHealthcare Member Guide

[Here](#) ↗

Sign in to HelpDesk

Sign in

New to HelpDesk? [Register account](#)

Have you mailed us? [Get password](#)

Forgot your password? [Restore password](#)

Make sure you register with the Email you sent your request from!

Register account

Name*

Email*

I'm not a robot



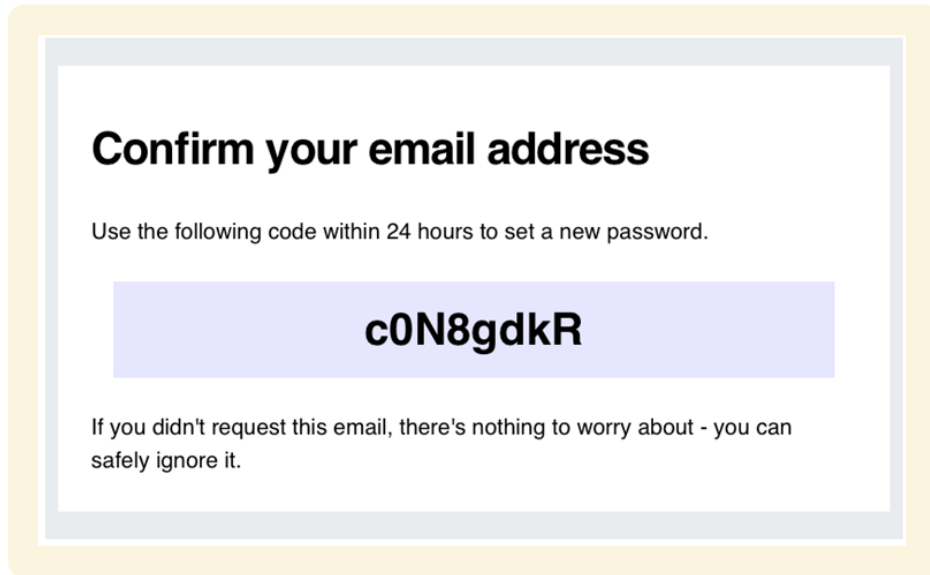
reCAPTCHA
Privacy - Terms

Cancel

Submit

Once you register you will receive an email that contains a unique code from:

corphelpdesk@payerfusion.com




Use that code on the next step in the HelpDesk registration.
Make sure to use a good password to keep your health information safe!

Create password

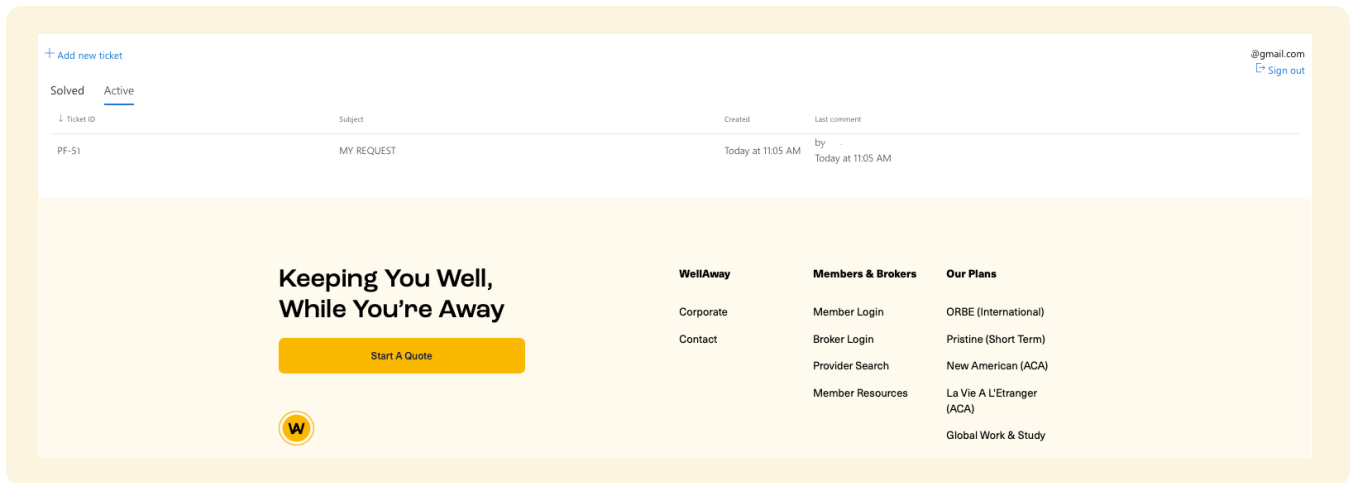
Code*

Password*

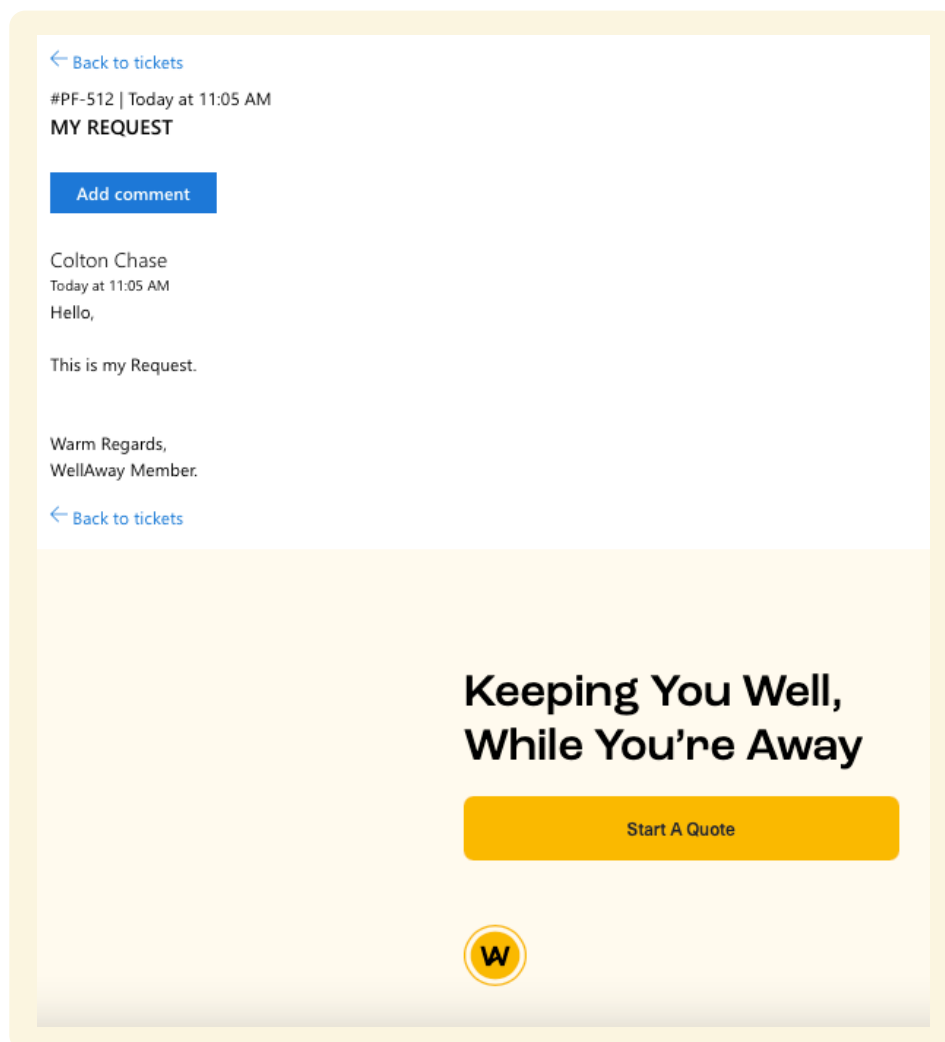
Confirm Password*

I'm not a robot  reCAPTCHA
Privacy - Terms

Once you register, you will be ready to review all your requests in this portal.



You can then click on the ticket to add any information or view a response from us.



If you have any questions, please let us know by giving us a call at:

1-855-773-7810 or 1-786-453-4008

Thank You!

If you have any questions, please contact your ConciergeCare counselor at
1-855-773-7810 or 1-786-453-4008

