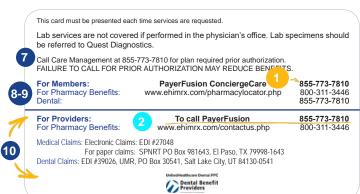
Understanding Your WellAway ID Card







1

The Most Important Number on your card! WellAway's ConciergeCare U.S.: +1-855-773-7810

Provided by PayerFusion

ANY QUESTIONS you may have...Our 24/7/365 multilingual ConciergeCare is available to assist with...

- · Difficulties at the time of care?
- · Confusion from a Provider?
- · Issue getting medication?

- Told your membership is inactive?
- Someone says they can't find your account?
- Just want to chat about benefits and your coverage?

2

For Verification of Benefits & Pre-Authorization Providers must call



+1-855-773-7810

The provider must call PayerFusion, the provider cannot use the United computer based search!

3 Member ID

This member ID number is unique to you and your dependents.

4 Dependents

Covered persons under your plan are listed here.

5 Pharmacy Information

This section includes the necessary information to access your pharmacy benefits via our pharmacy benefits manager, EHIM.

6 Provider Network

In the U.S. the provider network is UnitedHealthcare and your preferred lab is Quest Diagnostics.

7 Pre-authorization

Using your ID card to access your benefits allows your provider to verify coverage for you and your dependents.

8 WellAway's Pharmacy Network in the U.S.- EHIM

If you purchased coverage in the United States which includes pharmacy coverage, you have access to the EHIM Pharmacy Network. This is also the number that your pharmacist can call for pricing and coverage information.

Your pharmacist <u>must call</u> the number below to verify pricing and coverage.

EHIM Pharmacy Network: +1-800-311-3446

WellAway's Dental Provider Network in the U.S.-UnitedHealthcare Dental Benefit Providers

If you purchased the optional dental and vision plan, you have access to UnitedHealthcare Dental benefit Providers.

Call ConciergeCare +1-855-773-7810

10 Information for Providers

Be sure that providers call the PayerFusion phone number listed here to confirm benefits and coverage. Instructions to submit a claim are also provided.