



# Understanding Your WellAway ID Card

**3** **WellAway**  
 Issuer (80840) 911-87601-04  
 Member ID: 626 123456789  
 Group Number: 76570074

Member:  
 John Doe  
 Dependent(s):  
 Dependent 1  
 Dependent 2

**5**   
 Rx BIN: 5285  
 Rx PCN: ACB  
 Rx GRP: 50002327-01

**6**

Provider: For effective date of coverage and benefits call 855-773-7810

This card must be presented each time services are requested.  
 Lab services are not covered if performed in the physician's office. Lab specimens should be referred to Quest Diagnostics.

**7** Call Care Management at 855-773-7810 for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.

**1** **For Members:** **PayerFusion ConciergeCare** 855-773-7810  
 For Pharmacy Benefits: www.ehimrx.com/pharmacylocator.php 800-311-3446  
 Dental: 855-773-7810

**2** **For Providers:** **To call PayerFusion** 855-773-7810  
 For Pharmacy Benefits: www.ehimrx.com/contactus.php 800-311-3446

Medical Claims: Electronic Claims: EDI #27048  
 For paper claims: SPNRT PO Box 981643, El Paso, TX 79998-1643  
 Dental Claims: EDI #39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541

## 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 must call the number below to verify pricing and coverage.**  
**EHIM Pharmacy Network: +1-800-311-3446**
- 9 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.