

# Introducing ConciergeCare

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## Contacting ConciergeCare

As a WellAway member, you are assigned a personal ConciergeCare Counselor who can help answer all your general questions and inquiries. You can contact a ConciergeCare Counselor at any time by dialing ConciergeCare +1-855-773-7810 or +1-786-453-4008 or by logging in to your Member Portal online at [wellaway.com](https://wellaway.com). You can also send an email to [Conciergecare@payerfusion.com](mailto:Conciergecare@payerfusion.com).

Our ConciergeCare services include:

- 5-Star customer service in multiple languages
- 24/7 assistance to coordinate with members and medical providers in case of a medical emergency
- Appointment Setting with in-network providers to manage your out of pocket costs. In addition to helping you find a provider, your ConciergeCare counselor can also help schedule an appointment ahead of time and coordinate any other medical visits necessary during your episode of care.
- Updates on the status of a claim
- Answering questions about your policy, benefits and coverage