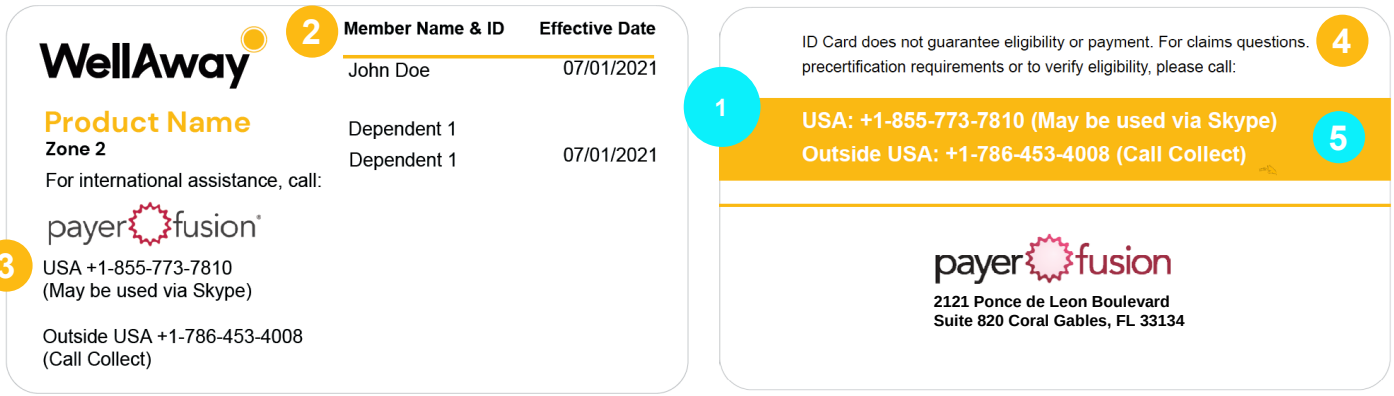
Understanding Your Zone 2 WellAway ID Card



1

The Most Important Numbers on your card!
WellAway's ConciergeCare
Outsiude the U.S.: +1-786-453-4008
U.S.: +1-855-773-7810
Provided by PayerFusion

- Difficulties at the time of care?
- Confusion from a Provider?
- Issue getting medication?
- Verification of bennefits
- Told your membership is inactive?
- Someone says they cant find your account?
- Just want to chat about benefits and your coverage?
- Pre-Authorization

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

3 **Contact Information**
Your ID card lists necessary numbers for ConciergeCare. These numbers can be used by both members and providers.

4 **Pre-authorization**
Using your ID card to access your benefits allows your provider to verify coverage for you and your dependents.

5 **Information for Providers**
Your provider should contact PayerFusion for further information.