



Understanding Your Zone 2 WellAway ID Card

WellAway

2 **Member Name & ID** **Effective Date**

John Doe 07/01/2021

Product Name Dependent 1

Zone 2 Dependent 1 07/01/2021

For international assistance, call:

3 payerfusion®

USA +1-855-773-7810
(May be used via Skype)

Outside USA +1-786-453-4008
(Call Collect)

ID Card does not guarantee eligibility or payment. For claims questions, precertification requirements or to verify eligibility, please call: **4**

1 USA: +1-855-773-7810 (May be used via Skype)

Outside USA: +1-786-453-4008 (Call Collect) **5**

payerfusion®

5200 Blue Lagoon Dr. Ste.100
Miami, FL 33126

1

The Most Important Numbers on your card!
WellAway's ConciergeCare
Outside 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 benefits
- 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.

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

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