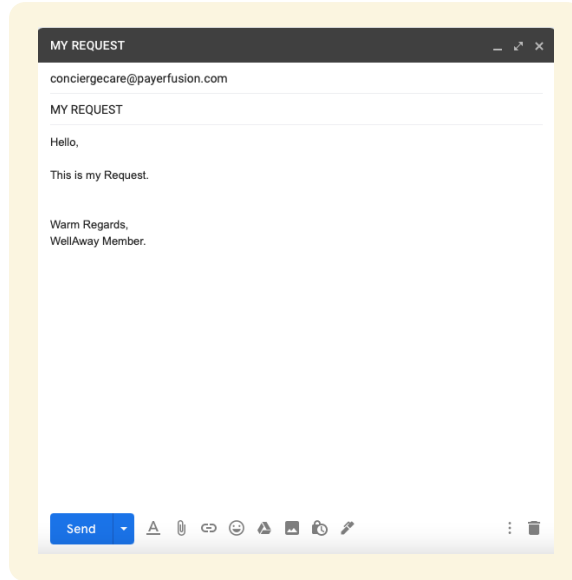


# WellAway & Payerfusion HelpDesk Guide

We are excited to announce our new HIPAA compliant communication system to help us serve you better. Below is a guide to help you set up your new account.

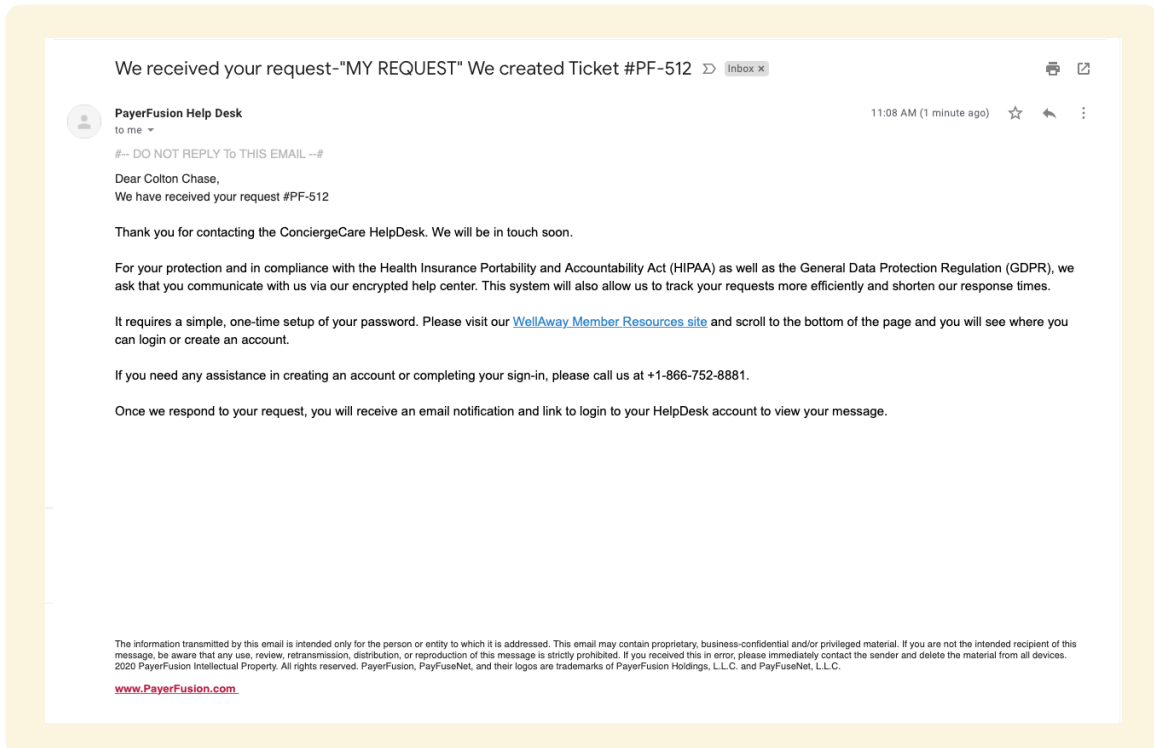
You can send us an email as you normally would...

[conciergecare@payerfusion.com](mailto:conciergecare@payerfusion.com) or [conciergecare@wellaway.com](mailto:conciergecare@wellaway.com)



After you send in a request, we will send you an automatic email (see below) with a link to the HelpDesk portal where you will first create your account and then have all your discussions with us.

[Click Here for our HelpDesk](#)



Once you follow the link you will find the HelpDesk portal.

When you come to the Sign in for the HelpDesk you will click on the Register Account Button.

WellAway

Home Why Wellaway Our Plans Brokers Providers Contact Corporate Find A Plan

# Sign in to HelpDesk

Email

Password

Sign in

New to HelpDesk? [Register account](#)

Forgot your password? [Restore password](#)

Submit a Claim

## Important Member Resources

Member Guide

[Here](#) ↗

ConciergeCare HelpDesk Guide

[Here](#) ↗

UnitedHealthcare Member Guide

[Here](#) ↗

# Sign in to HelpDesk

Email

Password

Sign in

New to HelpDesk? [Register account](#)

Have you mailed us? [Get password](#)

Forgot your password? [Restore password](#)

Make sure you register with the Email you sent your request from!

# Register account

Name\*

Email\*

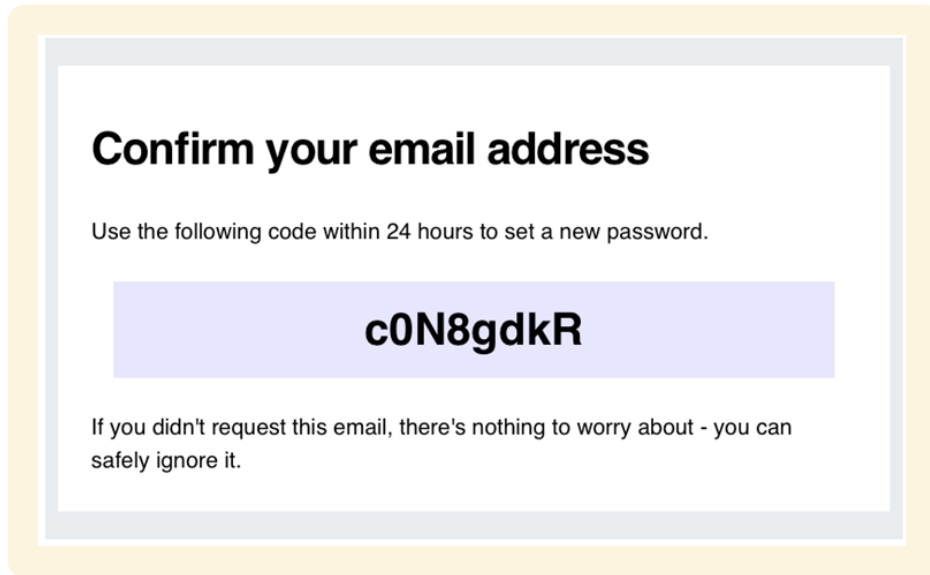
I'm not a robot

reCAPTCHA  
Privacy - Terms

Cancel Submit

Once you register you will receive an email that contains a unique code from:

[corphelpdesk@payerfusion.com](mailto:corphelpdesk@payerfusion.com)



Use that code on the next step in the HelpDesk registration.  
Make sure to use a good password to keep your health information safe!

**Create password**

Code\*

c0N8gdkR

Password\*

Confirm Password\*

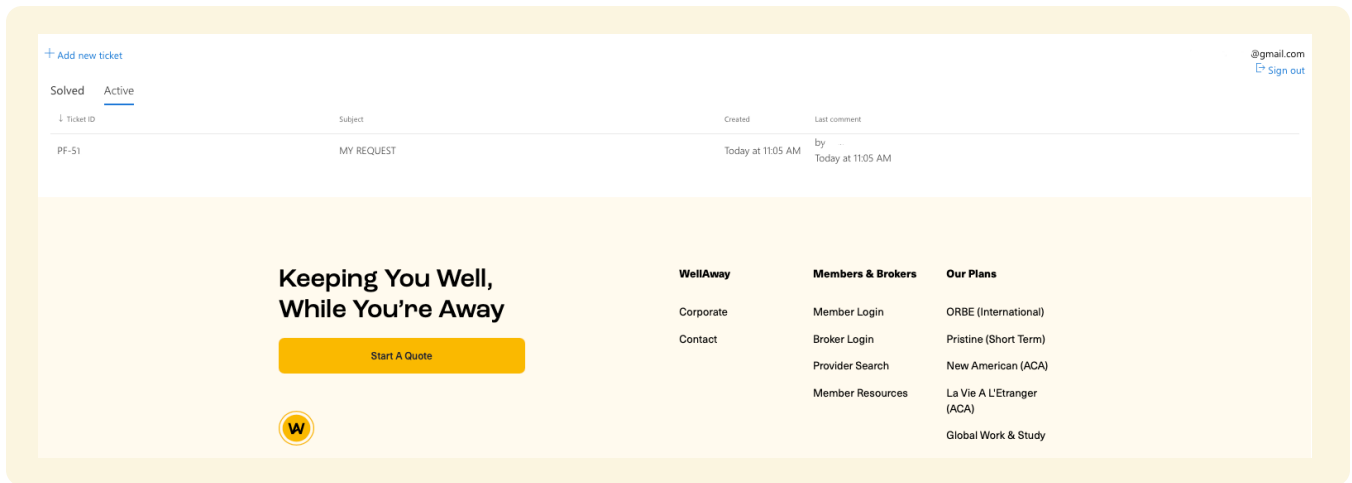
I'm not a robot

reCAPTCHA  
Privacy - Terms

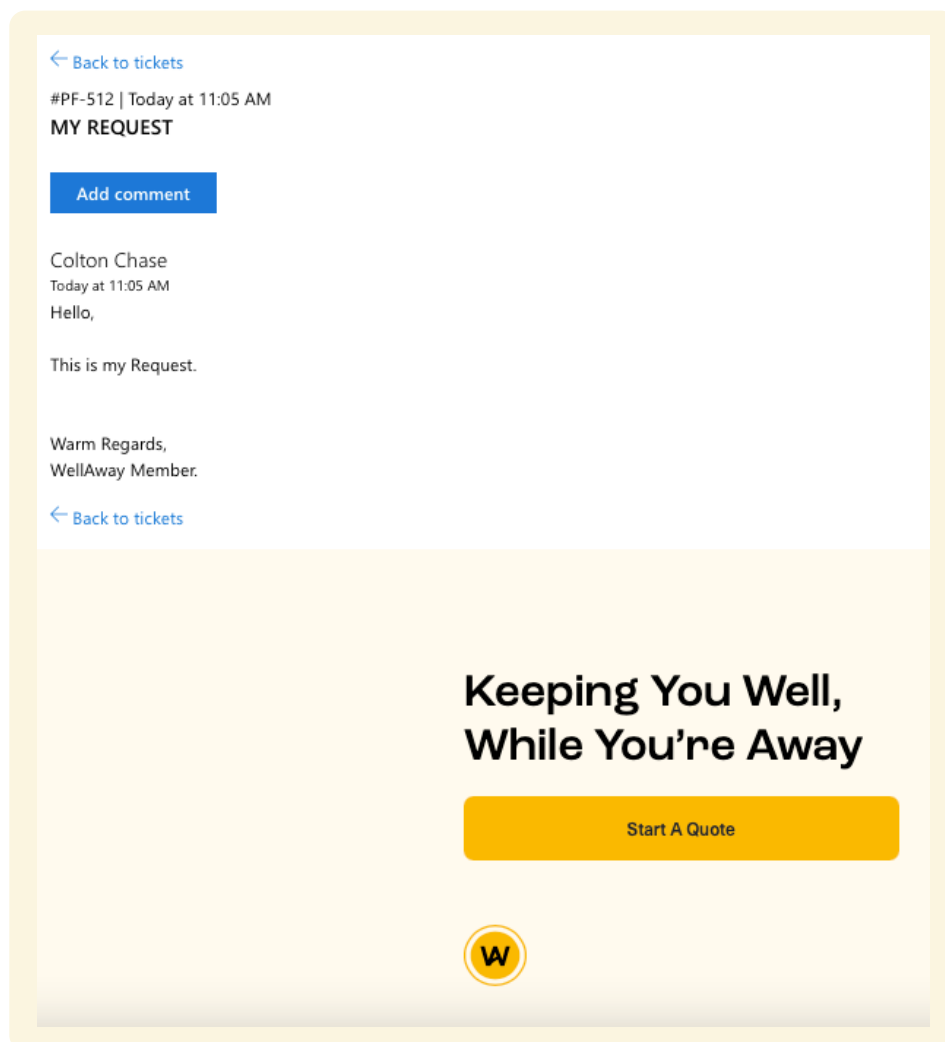
Cancel Submit

This image shows a screenshot of a "Create password" registration form. The form has a white background with a light gray border. At the top, the heading "Create password" is in a large, dark gray font. Below it, there are three input fields: "Code\*" containing the text "c0N8gdkR", "Password\*", and "Confirm Password\*", all of which are currently empty. Below the input fields is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo and text "reCAPTCHA Privacy - Terms". At the bottom of the form, there are two buttons: a light gray "Cancel" button and a blue "Submit" button.

Once you register, you will be ready to review all your requests in this portal.



You can then click on the ticket to add any information or view a response from us.



If you have any questions, please let us know by giving us a call at:

**1-855-773-7810 or 1-786-453-4008**

# Thank You!

If you have any questions, please contact your ConciergeCare counselor at  
1-855-773-7810 or 1-786-453-4008

