



# Understanding Your WellAway ID Card

**3** **UnitedHealthcare**  
 Issuer (80840) 911-87601-04  
 Member ID: 626 123456789

**WellAway**  
 Group Number: 76570074

Member:  
 John Doe

**4** Dependent(s):  
 Dependent 1  
 Dependent 2

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

**6** **Quest Diagnostics**  
**UnitedHealthcare Options PPO Network**

Provider: For effective date of coverage call 844-251-8341

This card must be presented each time services are requested.  
 Lab services are not covered in the physician's office. Lab services are only covered in offsite facility with a preferred lab provider.

**7** Call USNAS Care Management at 844-251-8341 for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.

**8-9** For Members: **UnitedHealthcare PayerFusion ConciergeCare** **1** 844-251-8341  
 For Pharmacy Benefits: www.ehimrx.com/pharmacylocator.php 855-773-7810  
 Dental: 800-311-3446  
 844-600-0923

For Providers: **2** To Call UnitedHealthcare 844-251-8341  
 For Pharmacy Benefits: www.ehimrx.com/contactus.php 800-311-3446

Medical Claims: EDI #USN01, UHC GLOBAL, PO Box 30526, Salt Lake City, UT 84130-0526  
 Dental Claims: EDI #39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541

**10** **UnitedHealthcare Dental PPC Dental Benefit Providers**

## **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 cant find your account?
- Just want to chat about benefits and your coverage?

## **2** For Verification of Benefits & Pre-Authorization Providers must call WellAway's Medical Provider Network in the U.S.

**UnitedHealthcare Global**  
**UnitedHealthcare: +1-844-251-8341**  
 The provider must call UnitedHealthcare. The provider Can Not Use United's 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. They are available to assist in finding an in-network dentist.  
**UnitedHealthcare Dental Benefit Providers: +1-844-600-0923**
- 10 Information for Providers**  
 Be sure that providers call the UnitedHealthcare phone number listed here to confirm benefits and coverage. Instructions to submit a claim are also provided.