

WellAway & Payerfusion Support Center



Wellaway Limited
Summer 2020

An Introduction to the Support Center

In order to keep your personal information safe, WellAway and its third-party administrator, PayerFusion will correspond with you and your providers via Zendesk!

You can send us a message through 3 different convenient channels:

- When you email ConciergeCare@wellaway.com
- On your WellAway member portal, by visiting <https://portal.wellaway.com/login> and clicking on 'Contact Us, or Need Help?'
- You can also submit a request by visiting our Support Center directly at: <https://payer-fusion.zendesk.com/hc/en-us/requests/new>



The screenshot displays the WellAway member portal interface. At the top right, there is a 'Need Help?' button circled in pink. The main content area includes sections for 'PAYMENT INFORMATION', 'Deductible' (0%), 'Out-of-Pocket Maximum' (0%), 'My Payments', 'Saved to Date' (\$0.00), 'In-Network, Out of Network, & Non-Covered Comparison', 'Recent Paid Claims', 'Pending Claims', 'My Documents', and 'Appeals'. A 'Contact Us' button is also circled in pink in the bottom right section.

Please make sure you send us your e-mail from the contact information we have on file. This is a security measure and helps us expedite your requests. If you are going to be sending us e-mails from multiple addresses, please send us these addresses to conciergecare@wellaway.com so that we can register these e-mails into our system.

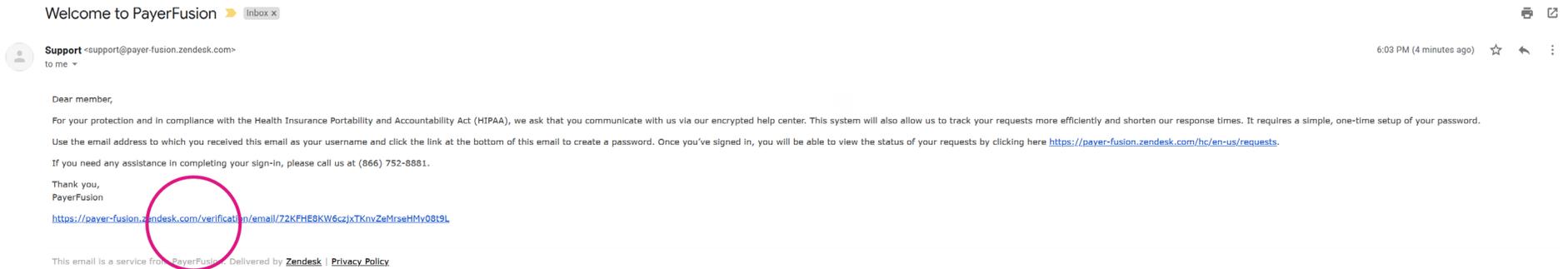
If you would like your spouse or adult (over 18 years of age) dependents to have their own email on file, please contact us to make sure we have the correct information.

Creating an Account

Step 1: Once you have sent your message, you will be sent a confirmation via email that we have received your request. This email will contain a link and a request reference number that allows you to track the status and responses to your inquiry.

Step 2: The first time you communicate with us via the support center, you will be asked to create a password; a **link** to set-up the password will be at the bottom of the e-mail.

Step 3: Once you have logged in for the first time, you can stay logged-in to avoid having to re-enter your password in the future. Responses to your requests can be retrieved, read and answered here.

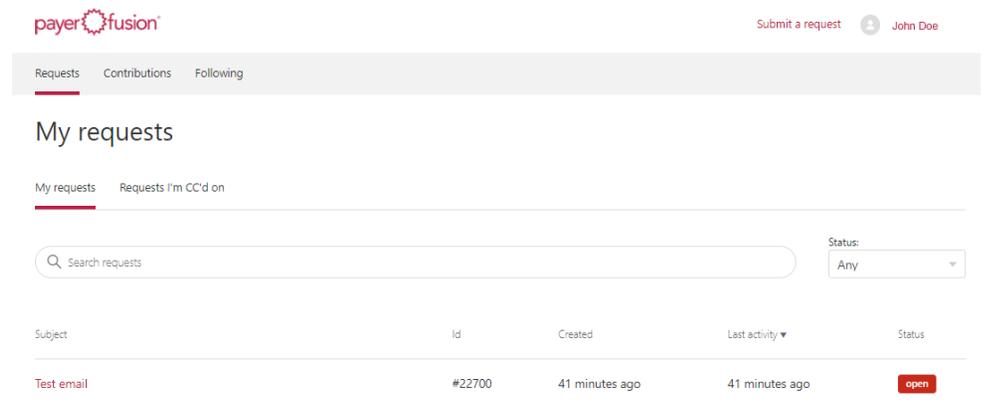


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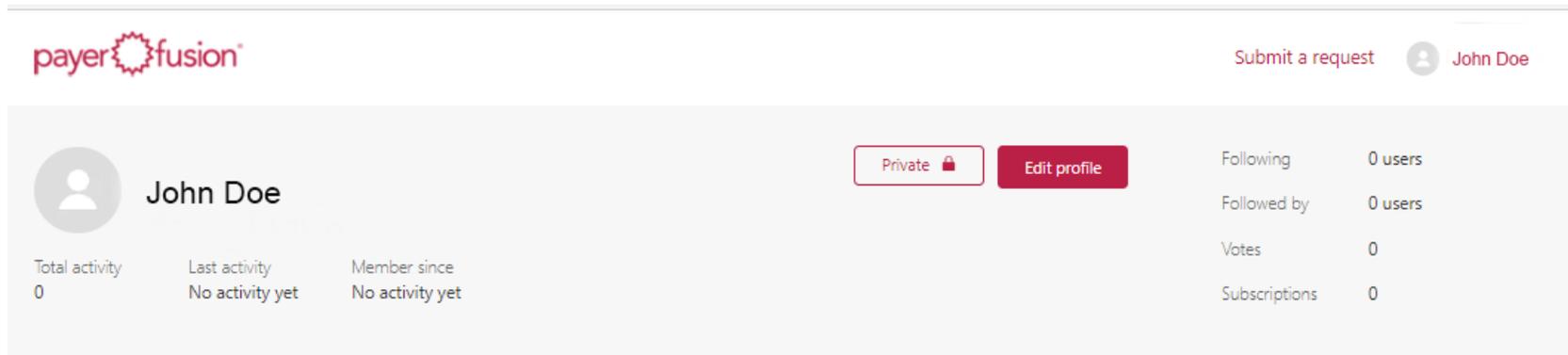
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The Support Center

Within the support center, you can view all your requests, their responses and status. You can also reply to messages. On the top right corner on the support center screen, simply click on the drop down next to your name and click on 'My activities'. You can also view requests that you have been copied on, such as those requested by your spouse or dependents.



You can also click on 'My profile' and change your e-mail address, phone number and/or add a description or picture



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Thank You!

If you have any questions, please contact your ConciergeCare counselor at conciergecare@wellaway.com

