



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!



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.

My ID • 🗚 📃

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Need Help

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.

	Welcome to PayerFusion 🔎 Interx		ē (
•	Support <upport@payer-fusion.zendesk.com> to me ×</upport@payer-fusion.zendesk.com>	☆ ·	•			
	Dear member,					
	For your protection and in compliance with the Health Insurance Portability and Accountability Act (HIPAA), we ask that you communicate with us via our encrypted help center. This system will also allow us to track your requests more efficiently and shorten our response times. It requires a simple, one-time setup of your password.					
	Use the email address to which you received this email as your username and click the link at the bottom of this email to create a password. Once you've signed in, you will be able to view the status of your requests by clicking here https://payer-fusion.zendesk.com/hc/en-us/requests.					
	If you need any assistance in completing your sign-in, please call us at (866) 752-8881.					
	Thank you, PayerFusion					
	https://payer_fusion.aendesk.com/verificatiln/email//72KFHE8KW6czjxTKnvZeMrseHMv08t9L					
	This email is a service from PayerPusice. Delivered by Zendesk Privacy Policy					

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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.

Test email	#22700	41 minutes ago	41 minutes ago	open
Subject	ld	Created	Last activity 🔻	Status
Q Search requests			Any	V
My requests I'm CC'd on			Status	
My requests				
Requests Contributions Following				
payer {```}fusion"			Submit a request	John Doe

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

payer			Submit a requ	John Doe
John Doe Total activity 0 Last activity No activity yet	Member since No activity yet	Private 🔒 Edit profile	Following Followed by Votes Subscriptions	0 users 0 users 0

No content yet. Engage in the conversation to activate your profile.

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.

Thank You!

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

