

# How to File a Claim

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A claim is a request for payment for medical services. You may need to file your claim directly with us, after receiving medical treatment from a provider. Claim forms can be found in the [Resources section](#) of this guide and on your member portal at [wellaway.com](http://wellaway.com).

***Please note that claims must be submitted within the time frame from the date of service stipulated in your Policy Terms and Conditions in order to be considered eligible for processing. We will return your incomplete claims with an explanation on what is missing to help us expedite processing your claim.***

***Completed claims, along with the required supporting documentation, must be submitted via your [member portal](#) or via e-mail to [corpclaims@payerfusion.com](mailto:corpclaims@payerfusion.com).***

## Filing a Claim

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Your health care provider will need your WellAway ID card in order to submit all claims (including pharmacy claims) to WellAway Limited on your behalf. If you need to submit a claim, the best way is by completing the [WellAway U.S. claim form](#) located in the [Resources](#) section of this guide as well as on your member portal at [wellaway.com](http://wellaway.com). You may also request a claim form by contacting a ConciergeCare counselor. Completed claims, along with the required supporting documentation, must be submitted via your [member portal](#). We will process your claim as soon as we receive it. We will let you know if any additional fees are due to the provider and make sure everything was billed correctly. You will receive a notice explaining the payment of your claim and if certain costs were not covered. Please note that claims must be submitted within the time frame from the date of service stipulated in your Policy Terms and Condition in order to be considered eligible for processing.

## Filing an Accident Claim

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If you have been in an accident, please provide the completed [Accident and Subrogation form](#). ConciergeCare will walk you through the process.

Claims are managed by PayerFusion



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