

Understanding Your Zone 1 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 Pharmacy Benefits Manager
Rx BIN: 5285
Rx PCN: ACB
Rx GRP: 50002327-01

6 Quest Diagnostics UnitedHealthcare® Options PPO Network

Provider: For effective date of coverage and benefits call 855-773-7810

2 Electronic eligibility/claim status verification available from Change Healthcare at Payer ID: **27048** c/o payerfusion®
To verify Eligibility/claims status over the phone call **+1-855-773-7810** **1**

7 **UnitedHealthcare Global Medical Benefits Network**
For emergencies, please seek treatment immediately and notify us within 48 hours.
Notice to Provider(s): Collect for co-insurance, copy, deductible, and any non-covered services only.
For pre-authorization and/or guarantee of payment, please contact:
U.S.: +1-855-773-7810
Outside of the U.S.: +1-786-453-4008 (collect)
For assistance locating providers outside of the U.S., please contact WellAway ConciergeCare.
To locate an in-network provider in the U.S., please visit: <https://www.wellaway.com/en/providers/>

8 Pharmacy Benefits Call
+1-800-311-3446

9 Send dental claims to:
1825 Ponce de Leon Blvd #207
Coral Gables, FL 33134
Fax: 305-384-7053 Call: +1-855-773-7810

10 For medical paper claims:
SPNRT PO Box 981643,
El Paso, TX 79998-1643
For claims outside of the U.S.:
Please call +1-786-453-4008 (collect)

Possession of this card does not guarantee eligibility for benefits.

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 can't find your account?
- Just want to chat about benefits and your coverage?

2 For Verification of Benefits & Pre-Authorization Providers **must use:** Electronic eligibility/claim status verification available from Change Healthcare at **Payer ID: 27048 c/o payerfusion** To verify Eligibility/claims status over the phone, providers must call **payerfusion® +1-855-773-7810** The provider **must call** PayerFusion, the provider cannot use the United 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.
Call ConciergeCare +1-855-773-7810
- 10 Information for Providers**
Be sure that providers call the PayerFusion phone number listed here to confirm benefits and coverage. Instructions to submit a claim are also provided.