

# Member Portal Highlights

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Your member portal is a secure place where you may review your plan benefits, download your policy documents, update your payment information and contact a ConciergeCare Counselor. Please review our [Member Portal Guide](#) for more information.

When your policy became active, you received an email inviting you to “create a Member Portal Account”. Click on this link and follow the instructions. Please note that you must use the email address to which this email was sent, to set up the account.

## **How to Log-in to your account**

Step 1: Visit our website, [www.wellaway.com](http://www.wellaway.com)

Step 2: Click on Login at the top right-hand corner of the page

Step 3: Enter your account email address and password

\*Our site is mobile friendly! Access your portal on the go!

## **What’s in the Member Portal?**

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- View your basic account information
- View your policy documents as well as retrieve a copy of your ID card and certificate of coverage as well as any forms you may need
- View your claims, your out of pocket costs, deductibles and download your Explanations of Benefits (EOB)
- Review transactions and know when your next payment is due. You can also update your credit card on file, and make a payment instantly- directly on our secure portal
- Search for a nearby provider or pharmacy
- Send us a message directly through the portal

Read our [Member Portal Guide](#) for more information about using the member portal.

If you require assistance with the portal, please contact ConciergeCare at:

ConciergeCare +1-855-773-7810 or +1-786-453-4008

Email: [conciergecare@payerfusion.com](mailto:conciergecare@payerfusion.com)