

Your WellAway ID Card

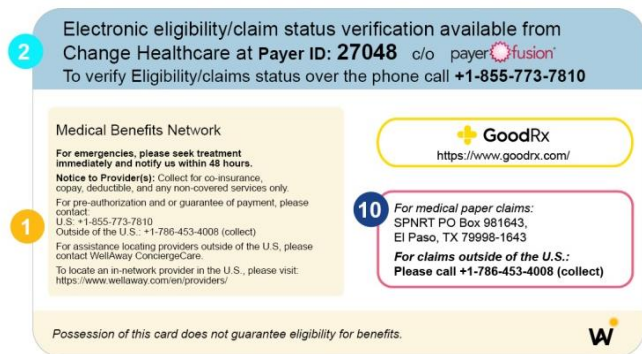
Your ID Card is your key to accessing services available to you as a member. This card is issued to you and each of your dependents and contains the necessary information needed by your provider in order to submit your claim to us for proper processing. Please confirm that the information on your ID card is accurate. If not, please immediately contact a ConciergeCare counselor and request a new card with the correct information.

In this section, you will find examples of WellAway ID cards that may be like what you should have received. Please note these examples are for informative purposes only and may differ from the ID card that you have.

Please refer to your Policy Terms and Conditions to clarify your area of coverage.

Your ID card is available to download at any time, within your member portal at: <https://portal.wellaway.com/login>

Understanding Your WellAway ID Card



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 Member Name(s)**
Covered persons under your plan are listed here.
- 5 Start & End Date**
This specifies when your coverage begins and ends.
- 6 Plan Name**
This is the specific plan you have purchased.
- 7 Deductible, Co-ins & Co-pay**
These are specific benefits of your plan, for quick reference.

- 8 Pharmacy Discount Card GoodRx**
Visit GoodRx.com and follow the instructions to access to savings of prescription drugs.
- 9 Provider Network**
In the U.S. the provider network is UnitedHealthcare and your preferred lab is Quest Diagnostics.
- 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.