

# Finding a Provider & Steps to Using Your Insurance

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ConciergeCare counselors can recommend a variety of health care provider options and help you choose based on past performance with other members, as well as several other factors including efficiency, quality of care, treatment protocols and fair pricing. Please give us a call at: +1-855-773-7810 or +1-786-453-4008. You can also send us an e-mail to [Conciergecare@payerfusion.com](mailto:Conciergecare@payerfusion.com); we would be happy to help you find a provider that is best suited for you and fairly priced.

**Our online provider search can be found on our website, [www.wellaway.com/en/providers/](http://www.wellaway.com/en/providers/).**

## Finding a Provider

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The UnitedHealthcare Global network is available under your coverage. In order to maximize your benefits and pay the least out of pocket, we urge our members to use UnitedHealthcare's Premium Care Physicians and In-network facilities. We recommend you read the [UnitedHealthcare Member Guide](#).

Staying within your policy's network of providers will control your medical expenses while living in the U.S. Your ConciergeCare counselor or a UnitedHealthcare Global representative can suggest an in-network provider that offers the same services as a provider outside the plan's network. Using an out of network provider is more costly for you.

ConciergeCare +1-855-773-7810 or [Conciergecare@payerfusion.com](mailto:Conciergecare@payerfusion.com).

## Steps to Using Your Insurance

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**Step 1 - Stay In-Network:** Find an in-network provider. Call or email ConciergeCare for help or use the provider search tool.

**Step 2 - Know Your Costs:** Determine if your visit or procedure requires pre-authorization, co-payments or co-insurance. Many doctor's offices will contact your insurance company directly to pre-approve the visit or procedure and confirm patient responsibility. We highly recommend that you ask your doctor to do this before your visit. If ConciergeCare assists you in making the appointment, this will be taken care of for you.

**Step 3 - Show Your Member ID and Confirm Your Information:** Once you have confirmed with your doctor's office or WellAway that your visit is covered and it's time to see the doctor, be sure to present your ID card at the time of your visit. They may already have a copy on file but be sure to confirm they have all the correct information.

**Step 4 - Pay Your Member Responsibility:** You may have a deductible, a co-payment or co-insurance due. Please pay what is owed on your behalf and we will take care of handling your claim thereafter.

## Teladoc

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You should have received a member package from Teladoc in the mail. Your benefits with Teladoc are specified in your Summary of Benefits within your Policy Terms and Conditions. Teladoc representatives also know your benefits and can give you these details when you are seeking care. Call 1-800-TELADOC (835-2362) or register online by following the instructions on the next page.

	In-Network	Out-of-Network	Outside the USA
<p><b>Teladoc Consultation</b></p> <ul style="list-style-type: none"><li>• Applicable in the United States</li><li>• Not Subject to Deductible and Coinsurance</li><li>• Coverage for a Teladoc Consultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under this Policy.</li></ul> <p>WellAway reserves the right to decline future claims relating to or arising from any condition discussed, raised or identified during a Teladoc Consultation where the Illness or Injury is directly or indirectly related to any Pre-Existing Condition or is otherwise excluded under this Policy.</p>	100%	N/A	N/A

With Teladoc, you can:

- Talk to a doctor anytime, when you are in the USA.
- Receive quality care via phone, video or mobile app.
- Prompt treatment. Talk to your doctor in minutes.
- A network of doctors that can treat every member of the family.
- Prescriptions sent to pharmacy of choice if medically necessary.
- Teladoc is less expensive than the ER or urgent care.

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Pink Eye
- Respiratory infection
- Sinus problems
- Skin problems



## Get started with Teladoc

It's quick and easy to set up your account online. Simply visit the Teladoc® website, click **"Set up account,"** and then follow the instructions below.

**24/7 Access to Care**

We need just a few pieces of information to confirm your benefits. Please make sure that the personal information you enter is the same as that on the record with your health plan.

Already have an account? Please [login](#).

FIRST NAME  
 LAST NAME  
 DATE OF BIRTH  ZIP CODE  
 EMAIL  
 PREFERRED LANGUAGE  GENDER

I have a Teladoc Primary Care

[CONTINUE](#)

### 1. Confirm benefits

Provide some information about yourself to confirm your eligibility.

**Your benefits have been found!**

We've matched you to a benefits provider. Please confirm below.

My benefits provider  
 Look me up using my health or insurance provider

[CONTINUE](#)

If you are unsure of the options listed above, it may be because your access to Teladoc is provided by a third party. Please speak to your HR department or call 1-800-TELADOC (815-2122) for assistance.

### 2. Benefit confirmation

We'll confirm that we found your benefits. Click "CONTINUE" and finish creating your account.



### 3. Create account

Enter your contact information, username, password, and security questions.

**Talk to a doctor anytime for free**

Visit [Teladoc.com](https://Teladoc.com) | Download the app



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Need help? ConciergeCare +1-855-773-7810 • +1-786-453-4008 [conciergecare@payerfusion.com](mailto:conciergecare@payerfusion.com)



## Get started with Teladoc

It's quick and easy to set up your account through our app. Simply download the Teladoc app and follow the four steps you see below.



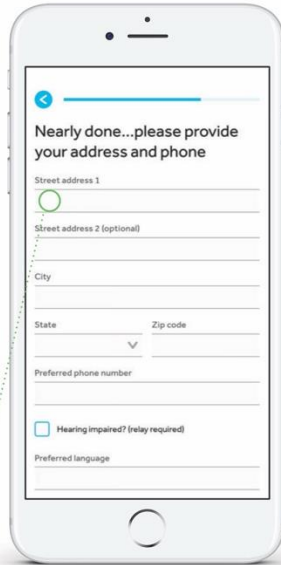
### 1. Confirm benefits

Provide some information about yourself to confirm your eligibility.



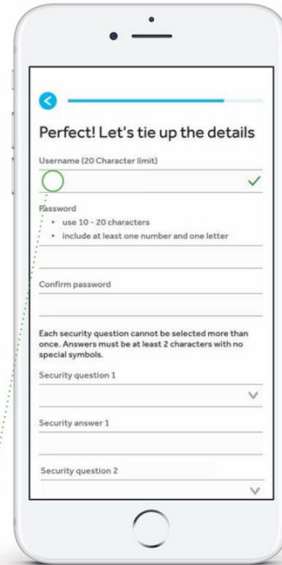
### 2. Benefit confirmation

We'll confirm that we found your benefits and you'll continue creating your account.



3. Create account

Please provide your contact information and preferred language.



4. Complete account

Create a username, password, and pick security questions to ensure your account is secure.

Talk to a doctor anytime for free

1-800-TELADOC (835-2362)

Download the app

Teladoc.com

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