

Understanding Your WellAway ID Card

WellAway International Student Plans



WellAway
 Issuer (80840) 911-87601-04
 Group Number: 76570074
 Member ID: [3]
 Start Date: [5]
 End Date: [5]
 Plan Name: [6]
 Deductible: [7]
 Co-ins: [7]
 Co-Pay: Office Visit, Urgent Care, Emergency Room
 Quest Diagnostics
 PROVIDERS: Preadmission certification is required. Refer all outpatient diagnostic work to in-network outpatient DX facility.
 UnitedHealthcare Options PPO Network

Member Name(s): [4]
 Rx BIN: [8]
 Rx GRP: [8]
 Rx PCN: [8]
 Pharmacy Help desk: +1-800-311-3446
 www.ehimrx.com
 E H I M

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 UnitedHealthcare Medical Benefits Network
 For emergencies, please seek treatment immediately and notify us within 48 hours.
 Notice to Provider(s): Collect for co-insurance, copay, 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/>

Pharmacy Benefits Call +1-800-311-3446 E H I M
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. W

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!

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| <p>3 Member ID
This member ID number is unique to you and your dependents.</p> <p>4 Member Name(s)
Covered persons under your plan are listed here.</p> <p>5 Start & End Date
This specifies when your coverage begins and ends.</p> <p>6 Plan Name
This is the specific plan you have purchased.</p> <p>7 Deductible, Co-ins & Co-pay
These are specific benefits of your plan, for quick reference.</p> | <p>8 Pharmacy Information
This section includes the necessary information to access your pharmacy benefits via our pharmacy benefits manager, EHIM.</p> <p>9 Provider Network
In the U.S. the provider network is UnitedHealthcare and your preferred lab is Quest Diagnostics.</p> <p>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.</p> |
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