



Member Guide

Accessing Your Member Portal

Wellaway Limited
Summer 2022

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How to Create & Access Your Personal Account

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.



Dear @FirstName,

Welcome to WellAway! Your application has been approved and you may now begin to enjoy the benefits of being a WellAway member.

Please [create a Member Portal Account](#) (portal account must be created using the email address to which this message was delivered). To guide you through this process, we have attached our Member Portal Guide with step-by-step instructions.

Your member portal is a secure place to access your policy documents, as well as other important forms. At WellAway, we care about the environment and we encourage you to review all your documents when you log in to your member portal. This is the easiest and fastest way for you to obtain important information about your coverage. Your ID card will be mailed to you. If you would like us to send your policy documents by post as well, please let us know.

We provide a ten (10) day free look period from the effective date of your policy. Please review your policy carefully to familiarize yourself with the terms and conditions of the insurance product you have purchased.

If you have any questions about your coverage or setting up your member portal, you may reach a ConciergeCare counselor by calling +1(855) 773-7810 in the USA (can also be used via Skype from anywhere in the world). If you are outside the USA, you may call collect +1(786) 453-4008 or email ConciergeCare at conciergecare@wellaway.com.

Thank you for choosing WellAway.

The WellAway Team

Create Your Account Password

Important: Please note that you must use the email address to which this email was sent. This is the email address we have on file for your account and this is to ensure the security of your account.

How to create a good password:

- Must be at least 9 digits
- Use at least 1 capital letter (A, B, C,)
- Use at least 1 number (1, 2,3, ...)
- Use at least 1 special character (!, @, #, \$, *,&, ...)

Strong password: Well@way2016!

Weak password: wellawaylimited

When you're done click on “**Create My account**” and you will access your Member Portal.

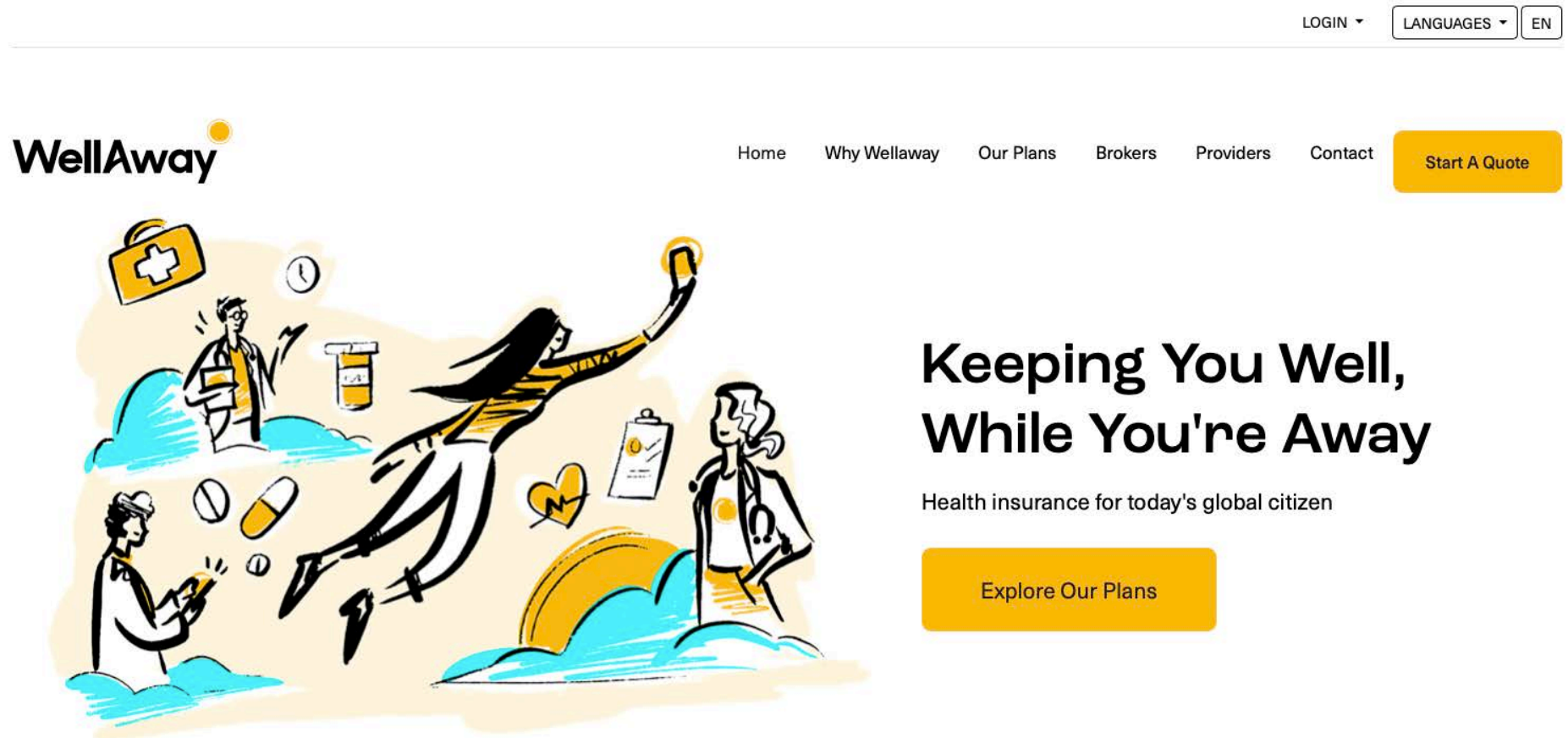
How to Log-In to Your Account

Step 1: Visit our website, www.wellaway.com

Step 2: Click on Login at the top righthand corner of the page

Step 3: Enter your account email address and password

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



The screenshot shows the WellAway website homepage. At the top right, there are links for "LOGIN", "LANGUAGES", and "EN". The main navigation menu includes "Home", "Why Wellaway", "Our Plans", "Brokers", "Providers", and "Contact", followed by a prominent yellow "Start A Quote" button. The central graphic is a colorful illustration of a woman in a yellow and black superhero costume flying through the air, surrounded by medical icons like a first aid kit, pills, a heart, and a doctor. To the right of the illustration, the headline reads "Keeping You Well, While You're Away" with the subtext "Health insurance for today's global citizen". Below this is another yellow button labeled "Explore Our Plans".

Your Account – What is in the Member Portal?

Your Member Portal has been specially design to help you navigate through all your policy information. Within your Member Portal, you can...

- 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

We are always available to answer any questions.
Phone: +1-855-773-7810 or +1-786-453-4008
Email: conciergecare@wellaway.com

My Account

Review your basic information on file with WellAway, by clicking on the 'My Account' box at the top of the home page. Within this dashboard you can:

- view your general plan information
- view both your permanent address and address of destination
- view members covered under your policy
- view payment history, view pending payments, update the credit card on file or make a single payment

Home Dashboard

The Home Dashboard shows a user's account overview. At the top, the 'My Account' button is highlighted with a red circle. Below the navigation bar, the 'PAYMENT INFORMATION' section indicates the next payment of \$10.00 is due on 12/01/2020. The 'Deductible' and 'Out-of-Pocket Maximum' sections both show 0% completion. The 'My Payments' section shows a next payment of \$10.00 due on 12/01/2020. The 'Saved to Date' section shows \$0.00 saved. The 'Providers' section includes a search bar. The 'Contact' section includes a 'Contact Us' button. The 'Your Tax Statement' section includes a 'Get your 1099-B' button. The 'Recent Paid Claims' and 'Pending Claims' sections include tables with columns for Start Date, End Date, Provider, and Claim Charge. The 'My Documents' section lists various documents like Medication Guide, UnithedHealthcare Welcome Guide, and Identification Card. The 'Announcements' section is at the bottom left.

My Account

The My Account page displays personal information for John Doe. The 'Address of origin' is 123 West Miami, Florida 33136. The 'Address of destination' is 123 West Miami, Florida 33136. The 'Communication Preferences' section shows 'I prefer electronic communication.' The 'Members' section lists John Doe as the Policy Holder with ID 01/01/1990. The 'Payments' section shows a recurring amount of \$10.00, a credit card ending in 0000000000000000, and a next payment due on Dec 01, 2020. The 'Payment History' section shows a table with columns for Transaction Date, Amount, and Status. The 'Plan Information' section shows an application date of August 10, 2017, an effective date of May 01, 2020, and a plan name of CRBE Gold.

Transaction Date	Amount	Status
05/08/2020	\$5.00	Transaction is approved.
05/03/2020	\$5.00	Transaction is approved.
05/01/2020	\$10.00	Transaction is approved.

Claims

Within the Member Portal, there are several ways to access your claims information. You can reach the claims search dashboard by clicking 'Recent Paid Claims' or 'Pending Claims'.

The screenshot displays the 'Claims' section of a Member Portal. It features several key components:

- Deductible:** A donut chart showing 0% completion. Text below states: "You have spent \$0.00 dollars towards your in-Network deductible of \$0.00." A "View Details" link is provided.
- Out-of-Pocket Maximum:** A donut chart showing 0% completion. Text below states: "You have spent \$0.00 dollars towards your out of pocket maximum of \$0.00." A "View Details" link is provided.
- My Payments:** A yellow button labeled "My Payments" with text above: "Your next payment of \$10.00 is due on 12/01/2020."
- Saved to Date:** A green icon of a hand holding a coin with a dollar sign, next to a "\$0.00" value. Text below reads: "This is the amount you have saved by subscribing to WellAway!"
- Providers:** A green icon of a medical chart with a plus sign and a shield, next to a "Search Providers" button.
- Contact:** A green icon of a person with a speech bubble, next to a "Contact Us" button.
- Recent Paid Claims:** A table with columns: Start Date, End Date, Provider, Claim Charge, and EOB. A "View More" button is circled in pink.
- Pending Claims:** A table with columns: Start Date, End Date, Provider, and Claim Charge. A "View More" button is circled in pink.
- My Documents:** Links for "Medication Guide" and "Getting Started with Teladoc".
- Your Tax Statement:** A partially visible section at the bottom.

Claims

Within the claims dashboard you can search by date of service of the claim. You can also filter by claim type.

WellAway.com Logout

WellAway My ID My Account Make Payment

Home Payments Need Help

Claims

How Do I Submit a Claim?

Claims Export to Print

Date Range

From:

To:

Date of Service	Member	Facility / Physician	Claim Charge	Your Cost
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Within the dashboard, you can also find instructions to submit a claim by clicking 'How Do I Submit a Claim?' in the upper left hand corner of the screen. Fill out the applicable claim form and upload the form securely within the portal. We will receive the claim and be in touch with you about the status.

Submit Document

International Claim Form

This form should be submitted when making a claim for a covered service you received outside of the United States. For instructions on submitting a claim, click [here](#).

US Claim Form

This form should be submitted when making a claim for a covered service you received for Dental and Vision services. Claims for medical services in the U.S. should be submitted directly by the provider.

Policy Change Form - English

Policy Change Form - French

If you would like to request to terminate coverage, add/remove a dependent, add/remove dental or vision benefits or add/remove maternity coverage from your current plan, please complete and return this form.

Document Type File no file selected Submit

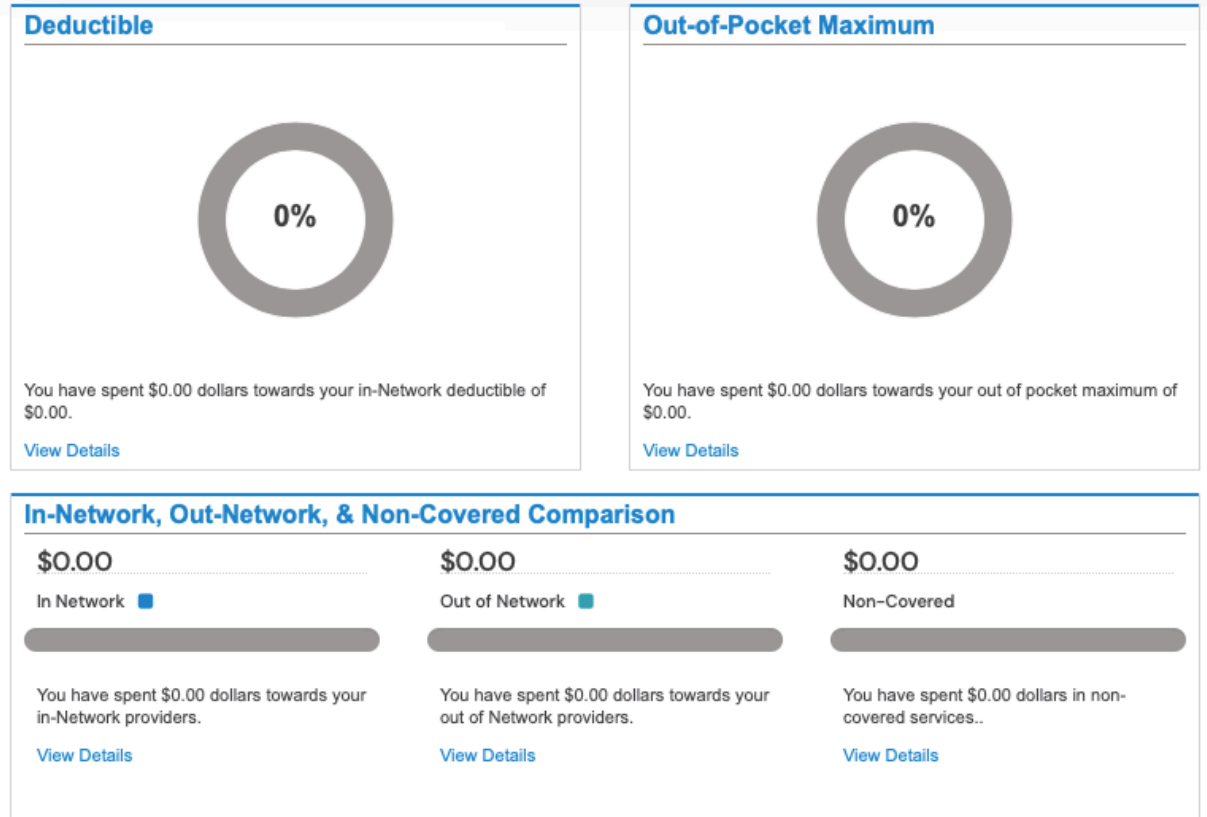
My Deductible, Out-of-Pocket and Network Use (USA Only)

On your Member Portal, you can easily see how much money has been applied towards your deductible & out-of-pocket maximum.

Our system also considers whether an in-network or out-of-network provider was used and how much you were able to save.

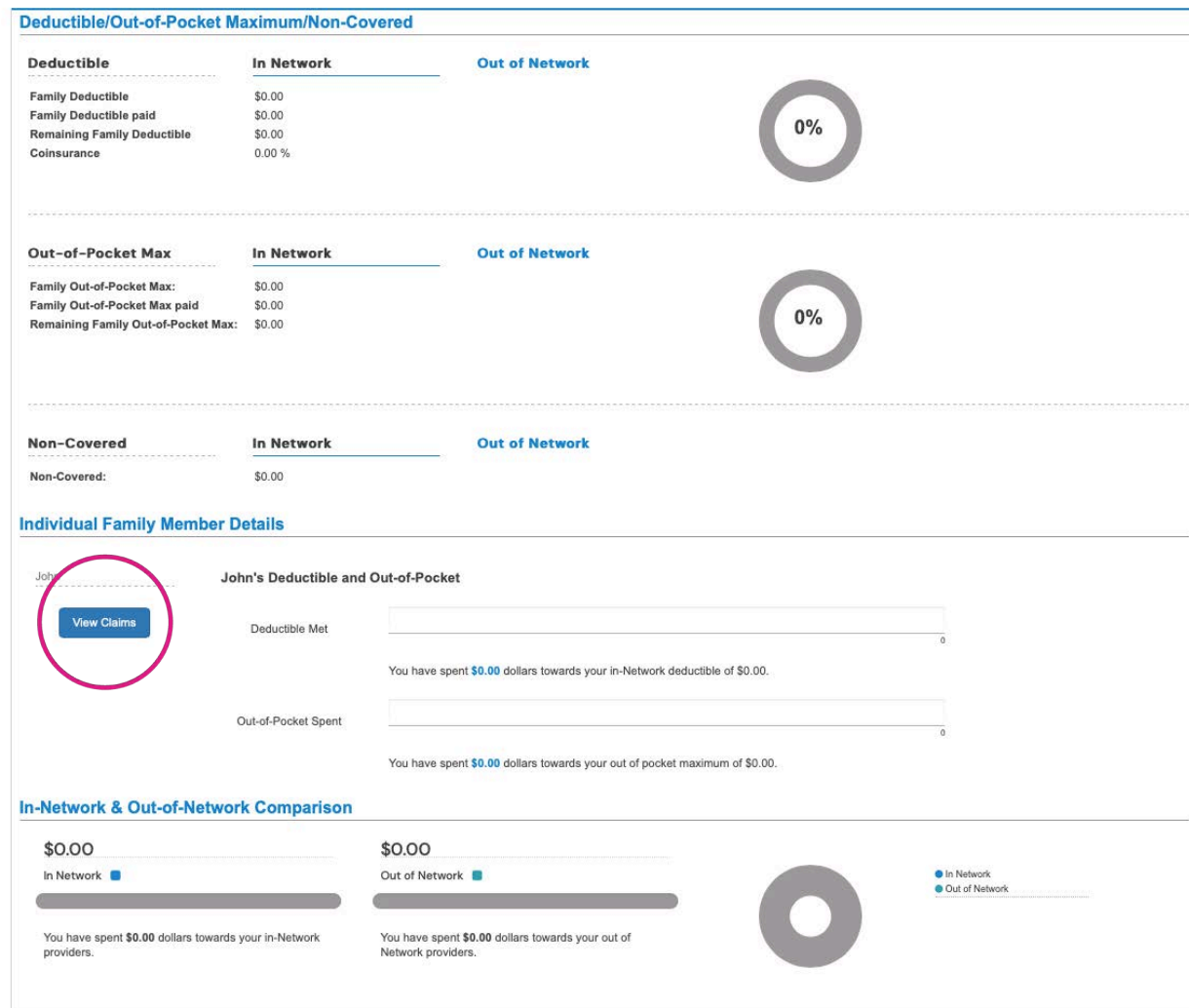
Please note that these metrics are only applicable for services rendered in the United States.

You can reach these dashboards by clicking on the 3 options shown:



My Deductible, Out-of-Pocket and Network Use (USA Only)

The dashboards detail expenditures for each category for each member covered under the policy. You can also view claims.



Documents and Forms

Your Policy documents and important forms can be found on the home page by clicking 'View More' under the 'My Documents' section.

The screenshot displays a web interface with several sections. On the left, there is a 'Help' button with a question mark icon. The main content area is divided into three horizontal sections: 'Pending Claims', 'My Documents', and 'Appeals'. Each section has a table with columns for 'Start Date', 'End Date', 'Provider', 'Claim Charge', and 'EOB'. Below each table is a 'View More' button. The 'My Documents' section lists several documents: Medication Guide, UnitedHealthcare Welcome Guide, Identification Card, Getting Started with Teladoc, Policy Terms and Conditions, and Certificate. The 'View More' button under 'Identification Card' is circled in red. To the right of the main content area, there are three vertical panels: 'Search Providers' with a search button, 'Contact' with a contact icon and a 'Contact Us' button, and 'Your Tax Statement' with a tax icon and a 'Get your 1095-B' button.

Your Policy Documents Include:

- Policy Terms and Conditions
- ID Card
- Certificate of Coverage
- Medication Guide (if applicable)
- Other useful documents

Forms Include:

- Claim Forms
- Release of Health Information
- Policy Change Form
- Change of Contact Information form
- ACH Form
- Wire Instructions

Documents and Forms

WellAway.com

Logout



My ID

My Account

Make Payment

Documents

Need Help

My Documents

[Medication Guide](#)

[Getting Started with Teladoc](#)

[UnitedHealthcare Welcome Guide](#)

[Policy Terms and Conditions](#)

[Identification Card](#)

[Certificate](#)

Forms

US Claim Form

This form should be submitted when making a claim for a covered service you received outside of the United States. For instructions on submitting a claim, click [here](#).

International Claim Form

This form should be submitted when making a claim for a covered service you received outside of the United States. For instructions on submitting a claim, click [here](#).

Authorization for Release of Health Information

If you would like someone other than yourself to communicate with providers about your care, this form is required to be completed and submitted.

Policy Change Form - English

If you would like to request to terminate coverage, add/remove a dependent, add/remove dental or vision benefits or add/remove maternity coverage from your current plan, please complete and return this form.

Policy Change Form - French

If you would like to request to terminate coverage, add/remove a dependent, add/remove dental or vision benefits or add/remove maternity coverage from your current plan, please complete and return this form.

Wire Instructions

If you would like to pay your premium by wire, these are the instructions to make a payment to our bank.

Change of Contact Information

If you need to update your contact information, please complete and submit this form.

International ACH Form (outside the USA)

To receive reimbursements directly deposited into your international account, please complete and submit this form.

ACH Form (in USA)

To receive reimbursements directly deposited into your account in the United States, please complete and submit this form.

Payments

There are several ways to access the payment dashboard on your portal.

On the top of the home page, you can see the payment information banner indicating when your next payment is due and the amount. You can also access the dashboard by clicking:

- on the **'Payments'** link, next to Home on the top left corner of the home page
- by clicking **'Make Payment'** on the top right corner of the home page
- by clicking the box on the right-hand side called **'My Payments'**
- by clicking on **"My Account"**

The screenshot displays the WellAway portal interface. At the top left, the 'WellAway' logo is visible, with a 'Payments' link circled in pink. To the right of the logo, there is a 'My ID' link and a 'My Account' button circled in pink. Further right, a 'Make Payment' button is also circled in pink. Below the navigation bar, a 'PAYMENT INFORMATION' banner shows a yellow speech bubble icon and text stating: 'Your next payment of \$10.00 is due on 12/01/2020, to make a payment click [here!](#)'. Below this banner are three main sections: 'Deductible' and 'Out-of-Pocket Maximum', both showing a 0% progress indicator and a 'View Details' link; and 'My Payments', which also shows the next payment due date and a 'My Payments' button circled in pink. At the bottom right, there is a 'Saved to Date' section showing \$0.00 and a 'Providers' section with a medical icon.

Payments

Within the payment dashboard, you can view your transaction history, make a single payment and update your credit card on file.

Payments

Recurring amount: \$10.00
Credit card: XXXXXXXXXXXXX6329
Next payment due: Dec 01, 2020

[Update Credit Card](#)

Prefer to pay your premium via wire transfer?

Make a single payment

Invoice

[Process Payment](#)

Payment History

Transaction Date	Amount	Status
05/08/2020	\$5.00	Transaction is approved.
05/03/2020	\$5.00	Transaction is approved.
05/01/2020	\$10.00	Transaction is approved.

[View Invoices](#)


Finding a Provider

To search for providers, use our Provider Search.

- There are 2 places to access the provider search links on the home page:

Home dashboard

Find Doctors, Pharmacies, and More



Searching for a Provider?

Search for doctors, hospitals and other providers participating in our network!

[Search Providers](#)

Right side on main dashboard

Providers



[Search Providers](#)

- You will then be redirected to our provider search site, where you can select the applicable search that is needed.

We are always available to answer any questions.
Phone: +1-855-773-7810 or +1-786-453-4008
Email: conciergecare@wellaway.com

How to Add Our Portal to Your Mobile Device

iPad or iPhone

1. Launch “Safari” app. This does not work from the “Chrome” app.
2. Enter into the address field <https://portal.wellaway.com/login>. Tap “Go.”
3. Tap the icon featuring a right-pointing arrow coming out of a box along the top of the Safari window to open a drop-down menu.
4. Tap “Add to Home Screen.” The Add to Home dialog box will appear, with the icon that will be used for this website on the left side of the dialog box.
5. Enter the name for the shortcut using the on-screen keyboard and tap “Add.” Safari will close automatically and you will be taken to where the icon is located on your iPad’s desktop.

Android

1. Launch “Chrome” app.
2. Open <https://portal.wellaway.com/login>.
3. Tap the menu icon (3 dots in upper right-hand corner) and tap Add to homescreen.
4. You’ll be able to enter a name for the shortcut and then Chrome will add it to your home screen.

You may reach a ConciergeCare counselor at any time by calling +1-855-773-7810 in the U.S. or if you are outside of the U.S., you may call us collect at +1-786-453-4008 or email ConciergeCare at conciergecare@payerfusion.com.

Thank You!

If you have any questions regarding your member portal, please contact your
ConciergeCare counselor at conciergecare@wellaway.com

