

Request for Discount Card Claim Reversal

WellDyne allows reversals for our discount card within 24 hours from adjudication time for a single patient, on a single date.

Requests that fall outside of this 24-hour window must be submitted in writing. Additionally, requests that involve a single patient with multiple fill dates and requests that involve multiple patients with multiple fill dates must be submitted in writing to:

WellDyne
PO Box 4517
Englewood, Colorado 80155-4517
Attention: Netcard Systems Manager

Requests must include the following information:

- Rx #
- Fill date
- Group ID
- Member ID
- Member phone #
- NDC #
- A detailed explanation of why the reversal is being requested

All requests will be audited by WellDyne, and members will be contacted for verification. Once auditing is complete, we will contact you with a final determination.

For questions, please contact the pharmacy helpdesk at 1-888-886-5822.