

# Help is on the way!

Having problems registering on the WellView Member Portal? You've come to the right place. Read our troubleshooting tips and frequently-asked questions about using our digital tools.

## Registration Issues

### How do I create a new account?

Click "Register Now" (located at the bottom left side of the registration page), enter your Member ID, name and date of birth. Create a username and password and log into the portal. If you'll use our Mail Order Pharmacy, let us know about any allergies or health conditions, verify your shipping address, and provide a payment method to speed up the ordering process.

### I haven't received an email with my verification passcode. What can I do?

Check your junk and spam folders. If you don't find it there, doublecheck the spelling of the email address you used during registration to make sure it's correct. Make sure you're using the same email account you used during registration. If you don't have access to the email account you registered with, contact Member Services at the phone number listed on your ID card.

## WellConnect

### What is WellConnect?

WellConnect is a secure text messaging system that helps you understand your prescriptions, find low cost medications, and get tips to stay as healthy as possible. WellConnect delivers timely health and prescription information right to your phone.

### How do I sign up for WellConnect text messages?

If your plan participates in WellConnect, you can sign up to receive secure text messages within the WellView Member Portal. Once you've logged in, click the "Settings" icon. Then, select "WellConnect" from the menu of options that appears. Click "I'm interested," agree to the Terms & Conditions, enter your mobile phone number and press "Submit." You'll receive a confirmation text message once your registration is received.



Settings

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## WellDyne Member Services

### **How can I contact Member Services? I tried calling the number listed on my ID card, but no one answered.**

Make sure you dialed the correct phone number. If you called WellDyne Member Services, our interactive voice response (IVR) system will pick up the call almost immediately. If the phone line keeps ringing, you may have accidentally dialed our TTY phone number. This number is reserved for members with hearing impairments and allows them to communicate by typing and reading text.

## Member ID card

### **How can I replace my Member ID card? I lost it, or I never received it.**

That's no problem! Our mobile app allows you to download your ID card onto your phone's wallet. To get started, search for "WellView" in your app store. Download the app and sign in (you can use the same access credentials you use for your WellView account) or create a new account if you haven't done so previously. Once you log in, you'll see an ID card icon in the upper right-hand side of the screen that says "View ID Card." Click on the card icon and select "Add to wallet" to add the ID card to your phone's wallet.



## Prescription History

### **How can I download my prescription/history? I need it for tax purposes.**

We've made it easy to download your prescription and copay history. Simply log into your WellView account, select the "Claim History" tab from the top menu, and then click on the download arrow to the right of the "Sort by" field. Your download will appear in a file at the lower left side of the screen. Click on it to open it.



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**For more questions, please contact Member Services at the number listed on your ID card.**