

## Quick Reference - FAQ

### General Information:

WellDyne Website: [www.welldyne.com](http://www.welldyne.com)

Pharmacy information: [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)

### Contact information:

#### By Phone or Fax

- Pharmacy Help Desk (888) 866-5822
  - Pharmacies needing claim processing assistance
- Member Service and Plan questions: (888) 479-2000 (some plans may have custom phone number)
  - Member inquiries regarding plan coverage, eligibility, prior authorizations

### NetCard Systems at WellDyne (Pharmacy Network Administration)

- Network Administration (866) 813-3743
  - Pharmacies needing contracting, credentialing, payment items
- Network Administration Fax (855) 404-0968

### Email:

Pharmacy Information request [pharmacyinfo@welldyne.com](mailto:pharmacyinfo@welldyne.com)

Network Administration [RetailManager@netcardsystems.com](mailto:RetailManager@netcardsystems.com)

### BIN with WellDyne

- Commercial BIN: 008878 – PCN varies by plan see ID card
- Medicare BIN: 024327 – PCN varies see ID card
- Cash Programs: See payer sheet for details
- Others: See payer sheet for details

### Where can I find?

- BIN information – Payer sheets
  - [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)
- MAC appeal information
  - [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)
- Pharmacy payment cycles – Pharmacy Provider Manual (See Provider Manual below)
  - [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)
- Prior Authorization information
  - [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)
- File complaint
  - Email [pharmacyinfo@welldyne.com](mailto:pharmacyinfo@welldyne.com)

### Pharmacy Provider Manual [www.welldyne.com/for-pharmacies](http://www.welldyne.com/for-pharmacies)

- 835 and pharmacy remittance (requires agreement application and setup)
- ACH/EFT information (requires agreement, application and setup)
- Pharmacy Audit details and instructions
- Credentialing details
- Claim processing information
- Compound claim processing
- Vaccine claim processing
- Compliance and FWA information