



# Frequently Asked Questions

## GENERAL

**Q. Is this insurance?**

A. No, this is not insurance. Discount plans provide discounted prices on a wide range of health care services and products when you utilize specific contracted providers. With WellCard Health, you pay reduced rates for many out-of-pocket health care services you would otherwise purchase at full price.

**Q: Is there a monthly fee or a registration fee for this program?**

A: No, the card is free. Members pay only for services they receive.

**Q: How soon can I use my card to start saving money?**

A: There's no waiting period. Your card can be used immediately.

**Q. How do I receive a discount?**

A. Saving money on health care expenses is easy. First, you can find participating providers by using the "Provider Lookup" page at [www.wellcardhealth.com](http://www.wellcardhealth.com) or by calling the toll-free Provider Lookup phone number on the card. Members show their membership card at the time of service. Members are responsible for paying all fees directly to the provider.

**Q. Are all members of my household covered by the WellCard Health program?**

A. Yes, your card can be used by every person living at the same address.

**Q. Can I use my membership when I travel away from home?**

A. Yes, your discount plan can be used at any participating provider in the United States.

**Q. How do I replace a lost card?**

A. Visit [www.WellCardHealth.com](http://www.WellCardHealth.com) and follow the instructions.

**Q. Who do I contact if I have questions about WellCard Health?**

A. You can visit our website at [www.WellCardHealth.com](http://www.WellCardHealth.com) for more information. Or, you can call 800-562-9625.

## PHARMACY

**Q: Do I need to present my card each time I buy a prescription or see a participating provider?**

A: Yes, present your card every time you buy a prescription or visit a participating physician, dentist, or health care provider.

**Q: Can I go to any pharmacy or health care provider?**

A: To ensure you receive your WellCard Health discounts, you need to visit a participating pharmacy or health care provider. Please visit [www.WellCardHealth.com](http://www.WellCardHealth.com) to find a participating pharmacy or provider near you.

**Q. Is my information kept private?**

A. Yes, WellCard Health is HIPAA compliant.

## MEDICAL

**Q. What doctors can I go to?**

A. You can find participating providers by visiting the "Provider Lookup" web page or calling the toll-free phone number on the card.

**Q. Can I see a provider that does not participate in the program and still receive a discount?**

A. No. Discounts are only given by participating providers. You may nominate a provider to consider becoming a participating provider by clicking on the tab "Nominate a Provider" on the website at [www.WellCardHealth.com](http://www.WellCardHealth.com).

**Q. Do I need to fill out paperwork and reimbursement forms?**

A. No, you pay the discounted rate at the time of purchase or service. There is no paperwork to fill out or reimbursement forms to file.



800-562-9625 • [www.WellCardHealth.com](http://www.WellCardHealth.com)

**This is Not Insurance.** It is a program that provides access to discounts on health care and other services with participating providers. Cardholders are responsible for paying the discounted cost at the time of service. WellCard Health has no membership fee. The discount plan organization is AccessOne Consumer Health, Inc., 84 Villa Rd., Greenville, SC 29615, [www.accessonedmpo.com](http://www.accessonedmpo.com).

