




Welcome to WellNet Healthcare

GECS recently partnered with WellNet Healthcare in the administration of your health care benefits. For more than 25 years, WellNet has delivered an exceptional member experience to our customers and we pride ourselves on being the most innovative healthcare company in the market today.

WellNet Healthcare's objective is to simplify the healthcare experience and provide comfort to you and your family. This is accomplished by allowing you to manage your healthcare needs through the access of the best and most efficient tools, as well as providing an individualized guided experience with the support of our advocacy team.

Frequently Asked Questions

How do I access my benefit information?	All benefit information, including description of coverage, claim status, and various forms are available through the member portal or mobile device. Visit www.wellnet.com and click on 	www.wellnet.com mobile app
Where is my ID Card?	Your WellNet ID card will arrive in the mail shortly. You can also download a copy of your ID from the member portal or access through your mobile app.	www.wellnet.com mobile app
How do I locate a provider?	To locate a provider, contact the WellNet Advocacy team. Representatives are available Monday through Friday, 8:30 a.m. to 7:00 p.m. EST.	800-727-1733
Questions?	We are here to help! Contact WellNet Advocacy services for any questions.	800-727-1733 Advocacy@wellnet.com

We are excited to provide this personalized service to you and your family and we look forward to connecting with you as you embark on your healthcare journey with WellNet!

Member Portal Access Instructions



Registration

1. Visit your Member Portal by going to wellnet.com and clicking the **“Portal Login”** button in the upper right corner.
2. In the upper right corner of the Member Portal home screen, click the **“Register Now”** button.

Register Now

3. Fill out the Registration Form and click **“Submit”**. Your ID Number is included on your ID Card or contact a WellNet Advocate at **800-727-1733** or advocacy@wellnet.com to request your ID Number.

Logging In

1. Once you have registered, go to wellnet.com and click the **“Portal Login”** button in the upper right corner. You may use your username and password to log in.

Login

Please log in to continue. For first-time users, [Click to Register](#).

Account Access

User Name* ⓘ

Enter User Name

Password*

Enter Password

[Forgot password?](#)

Login



Use your mobile device to access the same great health plan and wellness features of your Member Portal! Look for the WellNet mobile app in the iPhone App Store and Google Play Store.

Register to:

- Order ID Card
- Check Claim Status
- Print EOB

And More!



Where To Go For Care

Knowing where to go can be confusing, timely and costly. Below is a quick reference guide of common conditions.

TELEHEALTH	PRIMARY CARE	URGENT CARE	EMERGENCY ROOM
24/7 DOCTOR CARE	APPOINTMENT REQUIRED	IMMEDIATE ATTENTION	EMERGENCY CARE
Within Minutes Response Time	30 Minute or More Wait Time	Less than 1 Hour Wait Time	Longest Wait Time
Telephone or Video Appointments	Telephonic or Virtual Consultations	Walk-In Care	Walk-In Care
\$	\$\$	\$\$\$	\$\$\$\$
CONDITIONS	CONDITIONS	CONDITIONS	CONDITIONS
General Questions	Cold, Fever, Influenza (Flu)	Cough, Cold or Sore Throat	Chest Pain or Heart Attack
Specific Symptoms	Immunizations	Sprains or Strains	Seizures
Healthcare Information	Ear Pain	General Wound Care	Broken Bones
Anxiety/Depression or Counseling	Wellness/Physical Exams	Influenza (Flu)	Head or Neck Injuries
Follow-up Questions	Lab Work	Lab Work	Severe Pain
Short-term Prescriptions	Cough	Minor Infections	Fever with rash
Pediatric Health	Monitor Cholesterol	Mild Asthma Attacks	Weakness or Numbness
Dermatology	Monitor Diabetes	Vomiting or Persistent Diarrhea	Serious Burns
Sinus Issues	Urinary Tract Infection	Dehydration	Head or Eye Injury
Allergies	Upper Respiratory Tract Infection	Shortness of Breath	Concussion/Confusion/Slurred Speech
High Blood Pressure	Arthritis	Abdominal Pain	Severe Cuts

To locate a quality provider in your area, contact a WellNet Advocate:
800-727-1733 or advocacy@wellnet.com
 Monday through Friday, 8:30 a.m. to 7:00 p.m. EST.

Access to telehealth providers 24/7, visit:
WellNet.com or call 800-TELADOC (835-2362)

Everything You Need to Know WellNet Advocacy

Introducing the lost concept of choice. *Choice* to put your company & people *first*.

At WellNet, it's our job to help members make the right healthcare decisions. Our Advocacy Team is your *personal cheerleader* - providing thoughtful guidance for you and your family.

With an advocate by your side, the complex world of healthcare is simple to navigate.

● **THE PROBLEM: TRANSPARENCY** or the lack thereof. Medical costs continue to rise faster than inflation.

Facility Fees ONLY	Atlanta	Dallas	Los Angeles
Colonoscopy	\$8,701	\$11,580	\$8,782
Hernia Repair	\$22,010	\$21,126	\$12,539
Knee Replacement	\$17,547	\$36,051	\$60,552

● **THE SOLUTION: WELLNET ADVOCACY** procedures have a known price. Surgical procedures are priced with all-inclusive rates - *facility + surgeon + anesthesiologist*. Note: Prices are for illustrated purposes only.

Colonoscopy

PRICE w/Advocacy: \$1,450

Hernia Repair

PRICE w/Advocacy: \$7,400

Knee Replacement

PRICE w/Advocacy: \$22,500

● **WHAT SERVICES ARE INCLUDED?**

A WellNet Advocate can provide assistance to members for multiple services; i.e. high-cost radiology procedures, durable medical equipment and surgery. Provider specialties include gastroenterology, orthopedics, cardiology, neurosurgery and many general surgeries.

● **WHAT DO YOU NEED TO DO?**

Call a WellNet Advocate as soon as a procedure is recommended. We get to work - *connecting you with a high-quality provider*.

To contact a WellNet Advocate, call (800) 727-1733
or email advocacy@wellnet.com.



Download
the WellNet
Healthcare App

www.wellnet.com

(800)727-1733



WellNet Advocate Assistance

It is important to make the right decisions for you and your family when it comes to healthcare. Our WellNet Advocacy team provides personal guidance through the complexity of healthcare. We are here to help you simplify your experience and provide comfort to you and your family.

Benefit Education

Locate Providers

Claim Inquiries

Billing Questions

Care Navigation*

Optimizing Health Outcomes*

Solutions for High Cost Prescriptions*

Scheduling MRI, CT, PET scan or Surgical Procedure

*Our advocacy team will provide assistance in managing your care, as well as, cost saving opportunities for high dollar prescriptions. A WellNet Advocate may contact you to discuss further.

Contact a WellNet Advocate:
800-727-1733 or advocacy@wellnet.com
Monday through Friday, 8:30 a.m. to 7:00 p.m. EST.

Notice of Privacy Practice

WellNet fully complies with the Health Insurance Portability and Accountability Act (HIPAA). The law requires us to maintain the privacy of your Protected Health Information (PHI), to provide you with this Notice of its legal duties and to abide by the terms of this Notice. We do not share your PHI with your employer or any other third party except under circumstances expressly permitted by the law. This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

The terms “information” or “health information” in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of healthcare to you or the payment for such healthcare.

We have the right to change our privacy practices and the terms of this notice. If we make a material change to our privacy practices, we will provide to you a revised notice by direct mail or electronically as permitted by applicable law. We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

Acceptable Use and Disclosure of Your Information

Treatment: WellNet does not provide medical treatment directly, but it may disclose your PHI to a healthcare provider who is giving treatment. For example, WellNet may disclose the types of prescription drugs you currently take to an emergency room physician if you are unable to provide your medical history due to an accident.

Payment: WellNet may disclose your PHI, as needed, to process payments for your medical benefits. For example, WellNet may tell a doctor whether you are eligible for coverage or what percentage of the bill you are responsible for. WellNet may also use or disclose your PHI in other ways to administer benefits, for example, to process and review claims, to coordinate benefits with other health plans, to exercise its subrogation rights and to do utilization review and pre-authorizations.

Healthcare Operations: WellNet may use and/or disclose your PHI to make sure your plan is administered properly. For example, WellNet may use information about your claims to audit the accuracy of its claims processing functions. WellNet may also disclose your PHI for a claim under a stop-loss or re-insurance policy.

Plan Sponsors: If you are enrolled in a group health plan, WellNet may provide PHI to the plan sponsor. For instance, we may share enrollment or disenrollment information with your employer.

Health-Related Benefits and Services: WellNet may, from time to time, contact you about treatment alternatives or other health-related benefits, products or services that may be of interest to you, and for case management or care coordination.

Business Associates: WellNet works with companies and consultants who perform a wide variety of functions on our behalf. For example, we work with financial institutions such as agents, brokers, insurance distributors, reinsurers and excess loss insurers, non-financial institutions such as healthcare providers, detectors of fraud, auditors, insurance support organizations, claims handlers, underwriters and others such as information technology specialists and consultants. At times it may be necessary for us to provide your PHI to one or more of these outside persons or organizations who assist us with our healthcare operations. In all cases, we require these business associates to provide written assurances to us that they will appropriately safeguard the privacy of your PHI.

Individuals Involved in Your Care or Payment: WellNet may disclose PHI to you or other family members who are covered under your health insurance policy regarding your care or payment related to your care.

Permitted or Required by Law: WellNet may release information when requested by law enforcement officials or when permitted or required by law. If you are involved in a lawsuit or dispute, WellNet may need to disclose PHI in response to a court or administrative order.

More Stringent Laws: WellNet may release information when requested by law enforcement officials or when permitted or required by law. If you are involved in a lawsuit or dispute, WellNet may need to disclose PHI in response to a court or administrative order.

What Are Your Rights

You have the right to ask to restrict uses or disclosures of your information for treatment, payment or healthcare operations. You also have the right to ask to restrict disclosures to family members or to others who are involved in your healthcare or payment for your healthcare. We may also have policies on dependent access that authorize your dependents to request certain restrictions. If you object to our disclosure of your PHI in communications with other family members covered under your group health plan, please contact Member Services toll-free at 1- 800-727-1733. The request to restrict access to your PHI must be made in writing and signed by you or your legally authorized representative.

(Please note that while we make best efforts to honor your request and will permit requests consistent with our policies, we are not required to agree to any restriction.)

You have the right to ask to receive confidential communications of information in a different manner or at a different place (for example, by sending information to a P.O. Box instead of your home address). We will accommodate reasonable requests where a disclosure of all or part of your health information otherwise could endanger you. We will accept verbal requests to receive confidential communications, but requests to modify or cancel a previous confidential communication request must be made in writing.

You have the right to see and obtain a copy of health information that may be used to make decisions about you such as claims and case or medical management records. You also may in some cases receive a summary of this health information. In certain limited circumstances, we may deny your request to inspect and copy your health information. We may charge a reasonable fee for any copies. If we deny your request, you have the right to have the denial reviewed. If we maintain an electronic health record containing your health information, when and if we are required by law, you will have the right to request that we send a copy of your health information in an electronic format to you or to a third party that you identify. We may charge a reasonable fee for sending the electronic copy of your health information.

You have the right to ask to amend information we maintain about you if you believe the health information about you is wrong or incomplete. Your request must be in writing and provide the reasons for the requested amendment. Mail your request to the address listed below. If we deny your request, you may have a statement of your disagreement added to your health information.

You have the right to a paper copy of this notice. You may ask for a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

Exercising Your Rights

Contacting WellNet. If you have any questions about this notice or want to exercise any of your rights, please contact WellNet Member Services toll-free at 800-727-1733.

Submitting a Written Request. Mail to us your written requests for modifying or cancelling a confidential communication, for copies of your records or for amendments to your record, at the following address:

WellNet
Attn: HIPAA Correspondence
900 Northbrook Drive, Suite 310
Trevose, PA 19053

Filing a Complaint. If you believe your privacy rights have been violated, you may file a complaint. WellNet will not take any action against you for filing a complaint. To file a complaint, you may either:

- file a complaint with us at the address listed above
- file a complaint directly with the Secretary of the U.S. Department of Health and Human Services