

WPA Post-Verification Explanation

As soon as a Member's WPA enrollment application is processed they will receive two Welcome emails from WPA. The first will be their "**Membership Welcome Email**" that goes out as soon as the application is processed. The other will be a "**Membership Portal Login Info**" containing a link to the WPA member portal along with their personalized Username and Password. Member will receive the login information the morning that the plan becomes effective.

*****Please keep in mind that if the Member paid with ACH (Bank Routing and Account #) the Welcome Emails DON'T go out at enrollment and the plan WON'T be active until funds clear and our system receives them. This can take up to 7-10 business days depending on the financial institution. Once the bank funds clear, the Member will receive the WPA Welcome Emails instructing them to login to the Member Portal.**

In order for you to make the most of a WPA Membership:

Obtaining health assistance and/or Prescription Savings requires Member to login into their WPA online Member Portal at www.WellnessPlanofAmerica.com using their Username and Password provided to them in their MEMBER PORTAL Login Email. **Once they login to their member portal they will be prompted to follow these steps:**

1. First; sign WPA General Terms and Conditions in the online portal!
2. Next, select the benefits that are most important. This can include anything from saving money on medications taken to locating providers (Physician, Dental, Hearing, etc). Start Saving Money and Feel Healthier.

Important - If the Member takes Medication: Encourage them to click on the Prescription Savings Icon with-in their portal so they may sign the ***Prescription Savings Terms and Conditions and complete their Prescription Savings Form*** so the member can expedite discussing their savings options with a Wellness Specialist who can identify available Prescription Savings.

IF THE MEMBER TAKES MEDICATIONS CONTINUE HERE:

Remind them to Please login to their Member Portal as soon as possible. The time frame to receive WPA Prescription Savings options is based on how long it takes Member to submit prescription information online. Once online Prescription Savings Terms and Conditions and Prescription Form are submitted Wellness Specialist will receive information and immediately start working on RX savings prior to contacting the Member. Once the Specialist has worked on potential savings they will call the Member to review and assist with their prescription medication and any other health related needs they may have.

Please allow up to 72 business hours for the WPA Wellness Specialist to review the file and contact the Member from the time they complete their Prescription Savings Terms and Form online.

Assisting the Member is WPA's top priority but we ask that you allow us the time to work on their file in a diligent manner so that they receive the best service and savings possible. Thank them very much for becoming a member of "**Wellness Plan of America**". The transaction will show up on their bank statement as "**Wellness Plan of America**". **Before you hang up, ask if they have any questions about their benefits included in their "Wellness Plan of America" Membership?**