

## TIPS TO WORKING EFFICIENTLY WITH HEALTHWELL

Please keep these tips in mind and help us to improve our service to you and the patients we serve. By following these tips, you can play a major role in reducing the length of time it takes to process your request.

- **One Patient - One Application** – If you have already submitted an application, whether by phone or online -- please do **not** submit another one. One is plenty!
- **Pharmacy Card Technical Questions Go Through the Pharmacy Help Desk at 855-326-9533.** You can find this number on every pharmacy card.
- **Pharmacy Card Claim Processing Information** is available through our online [Pharmacy Card Lookup Tool](#)
- **Whenever Possible, Please Use the Self-Service Tools** – These tools were built for you to access important information quickly and easily. ([www.HealthWellFoundation.org](http://www.HealthWellFoundation.org))
  - The [Online Application Status Lookup Tool](#) allows anyone who submitted an online grant application to check the status of that application with only a few clicks.
  - The [Pharmacy Card Lookup Tool](#) provides quick access to pharmacy card claim processing information for patients with active HealthWell pharmacy card grants.
  - [Pharmacy Portal](#) a cloud-based secure pharmacy portal, allows pharmacies to build their own portfolio to manage patients online. Through the portal, pharmacies can add and remove patients, sort by patient, and check grant status including reviewing missing information and payments.
  - [Provider Portal](#), a cloud-based secure provider portal, allows providers to build their own portfolio to manage patients online. Through the portal, providers can add and remove patients, sort by patient, and check grant status including reviewing missing information and payments.
  - [Patient Portal](#) provides grant recipients access to real-time grant and payment information. Through the portal, grant recipients can check the status of their grant, pharmacy card information, and monitor their grant(s) and payments.
  - Document upload through all portals is now available!
- **Get Your Documents in Early**
  - If you receive a letter from HealthWell at any time requesting income documentation, you must reply right away. If you don't, your pharmacy card (if applicable) will be deactivated and payments on your grant will stop. In addition, you will have to submit income documentation to HealthWell for any and every new grant moving forward.
- **Use Your Grant**
  - Your grant will close after 120 days of payment inactivity. If your grant closes, you, your provider, or your pharmacist may still submit eligible payments requests however we cannot guarantee funding will be available and payment made.

Thank you for following these important tips so that HealthWell may better serve you.