

Welcome Packet Overview

We are committed to helping with a seamless transition to WellDyne pharmacy services for your plan participants. Our welcome packet streamlines the onboarding process and provides tips for getting maximum value from the pharmacy benefit. In addition to pharmacy ID cards, the following flyers are included in our Welcome Packet.



Welcome Flyer

This flyer welcomes new members and helps them get started with their pharmacy benefits. It includes highlights about our member portal, retail network and mail order pharmacy.



Member Portal

This flyer describes the tools and resources found on our member portal and includes instructions for how to register.



Mail Order Pharmacy

This overview highlights our mail order services, including sending prescriptions to WellDyne, ordering refills, adding payment cards, contacting our Member Services Representatives and more.



Self-Service Overview

Today, many members prefer self-service options. This flyer gives an overview of the self-service options available using our member portal, automated phone system and mobile app.



ID Card Stickers

These stickers are affixed to pharmacy ID cards and provide member onboarding tips.

Questions? Please speak with your Account Team.