



A RECURO HEALTH COMPANY 

Current WellVia Business		
	What is staying the same?	What is changing?
Day to Day Operations	There will be no changes in the day-to-day operations in which service is provided to our clients and your valued members.	Communications from the team will be updated to Recuro Health. Any formal references to "WellVia" as a company will be updated to Recuro Health.
Agreements	No changes to your current agreements are necessary or required at this time.	Though no changes to your current agreements are required at this time, as new products and service offerings are introduced, an addendum to your current agreement may be required.
WellVia App	The services WellVia provides are not changing. All members will still be able to access WellVia's product offerings through the current apps.	The WellVia Mobile App will be transitioned to the Recuro Care Mobile App at a later date. The current functionality of the WellVia Mobile App will not change.
Call Center	Client customized phone numbers and greetings are not changing.	General shared phone lines that use the WellVia name will be updated to reflect Recuro Health.
Employee Communications	Client customized communications reflecting the client branding and name are not changing.	System-generated communications that use the WellVia name will be updated to reflect Recuro Health. For example, COBRA letters. Direct Bill letters, standard envelopes, etc.
Email Addresses	All address@wellvia.com distribution lists are not changing at this time. The current help@wellvia.com is also not changing at this time.	Employee email addresses have transitioned to @recurohealth.com. Please update your contacts accordingly. @wellvia.com emails will be forwarded to @recurohealth.com for the time being.
External Website & Social Media	N/A	On November 15, 2022 our external website and social media accounts will become integrated with the www.recurohealth.com website and social media accounts.
Your Support Team	Your current service team is not changing.	No changes.