

# Our App is Changing

## WellVia is becoming Recuro! Here's what you need to know.

WellVia's making an exciting brand transition to Recuro! The existing app will be retired in November, and all current users will be required to download and sign into the Recuro Care app to continue receiving services. Rest assured:

There will be no changes to your available services and benefits

The Recuro Care app is the same app, just with a new 'look and feel'

Your login, profile, and medical records will remain the same

It's quick and easy to begin using the new Recuro Care app



## WellVia's Brand is Becoming Recuro

WellVia's making an exciting brand transition to Recuro, and the existing application will be retired on November 15th, 2022.

All current users will [be required to download and sign into the Recuro Care](#) app on or before that date to continue receiving services.

To get started, click the button below.

- ✓ There will be no changes to your available services and benefits
- ✓ Your login, profile, and medical records will remain the same
- ✓ The Recuro Care app is the same app you know and love, just with a new look and feel



### November 1st

You'll notice a new screen when you open the WellVia app, describing the brand transition and providing you a link to download the new app. For the first couple weeks you'll be able to dismiss this screen and continue in the WellVia app as usual.



### November 15th

On this date, you'll no longer be able to dismiss the new screen describing the brand transition to Recuro. You'll need to click the "Download the Recuro Care app" button to login with your existing username and password and continue receiving services.

Note: In addition to the new mobile app, you'll see a notice on the prior website ([member.wellviasolutions.com](http://member.wellviasolutions.com)) directing you to the new website ([member.recurohealth.com](http://member.recurohealth.com)). You'll also notice that when you speak with doctors and Member Services agents, they'll begin referring to Recuro instead of WellVia.



# How

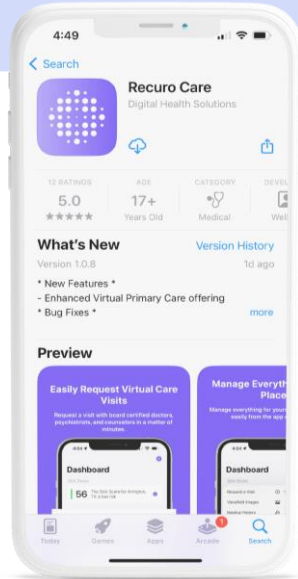


The easiest way to download the new app is to enter the WellVia app beginning on November 1st, and click the new button that says “Download the Recuro Care app.” This will take you to the app store directly. Alternatively, you can complete the steps below:



## Step 1

Go to the app store (iOS or Android) and search for “Recuro Care” and download the app.



## Step 2

When you're ready, open the app and enter the email address associated with your existing WellVia account.



## Step 3

Click “Go to Login,” and enter your password to sign in. You can reset your password if you don't remember it.



## Step 4

Confirm your existing account information and begin using services!



## Have Questions?



### Email

Reach out to your support team with any questions or concerns.



Get started with the new Recuro Care app today | Scan QR Code to Download

