



WEconnect Virtual App – FAQ & Referral Guide for Ambetter Care Management Teams



What is the WEconnect App?

WEconnect is a virtual mobile app offered at no cost. It's designed for anyone facing substance use, mental health challenges, or lifestyle concerns who are looking to make positive, healthy changes. The platform provides personalized, accessible, and effective support to help members build healthier routines, strengthen recovery, and stay engaged in care.

Key Benefits for Members

1. One-on-One Peer Support

- Get access to **virtual unlimited one-on-one personalized support from peer support specialists** who have been through recovery themselves. These are real people who have been where you are and have come out on the other side.
- **Peers can:**
 - Connect you to support resources
 - Help define goals and build recovery/wellness plans
 - Provide accountability and encouragement
 - Support skill-building and daily routines
- Think of them as your personal recovery cheerleaders, there to motivate, encourage, and walk beside you.

2. Daily Virtual Support Meetings

- Meetings offered multiple times every day, led by Certified Peer Support Specialists through the app.
- WEconnect meetings are safe spaces where people can come together, build community, and support each other through all of life's ups and downs.
- **General Support Meetings** plus **Specialty Groups** such as:

Family & Loved Ones

Grief Support

Women's Meeting

Men's Meeting

LGBTQ2IA+

Harm Reduction

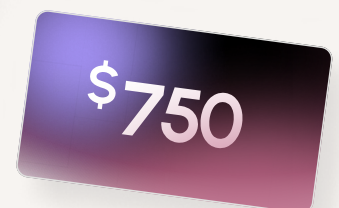
Mental Wellness

Reunión en español (Spanish speaking)

+ more

3. Evidence Based Motivation Through Rewards

- **Earn up to \$750 in digital gift cards** for completing simple healthy activities that motivate and support you while reaching your health and recovery goals.
- Earn rewards for attending appointments, joining meetings, or practicing self-care.



4. Always Accessible

WEconnect gives you support whenever you need it. Whether you're working on your mental health, recovery from alcohol or substance use, coping with grief, food-related challenges, or just trying to build healthier routines, WEconnect is here for you.

Support that's free, confidential, and available anytime, anywhere—giving you community and resources right in the palm of your hand.

How WEconnect Benefits Patients

Personalized Support Meets members where they are, tailoring resources to their stage of recovery or wellness.	Immediate Access Daily online support meetings, evenings and weekends included.	Peer Connection Guidance from peers with lived experience, offering accountability and hope.	Motivation to Stay Engaged Incentives reinforce treatment plans and healthy behaviors.	Better Outcomes WEconnect participants show higher engagement in care, reduced relapse risk, and stronger community connections.
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Learn more at [WEconnectHealth.io](https://weconnecthealth.io) →

WEconnect Member Onboarding Instructions

Option 1: Live Member Onboarding Script

1. Download the App & Earn Your First \$10!

- Available on App Store (iOS) or Google Play (Android). Search WEconnect Health.

2. Sign Up

- Tap "Sign Up"
- Enter your Phone Number
- Check your text messages for a four digit verification code sent from WEconnect
- Enter the code you receive

3. On the "Choose Set Up Method" screen, select "Insurance"

- Enter Your Insurance Information exactly as it appears on your insurance card and click "Next"

4. You have successfully created a WEconnect account

5. Start Using the App

- You can immediately **earn your first \$10 reward** by creating one Support and one Self-Care routine.

Option 2: Submit Member Referral to WEconnect

1. Access Referral Form

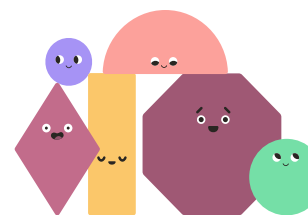
- <https://form.jotform.com/WEconnectHealth/Ambetter-CM-referral>

2. Fill out member information

- Full name
- Date of birth
- Contact info and preferences
- Ambetter member information

3. Submit Referral Form

- Members will receive outreach from a WEconnect onboarding specialist within 48 hours if they have not already onboarded.



FAQ's

1. Who is eligible?

- Ambetter members identified by care managers who would benefit from behavioral health, recovery and wellness support.

2. Is there a cost for members?

- No, the program is fully funded by Ambetter insurance and there is no cost to the member for using the services.

3. What makes WEconnect different from other recovery apps?

- WEconnect integrates contingency management, peer support, and daily recovery meetings in one platform, offering a comprehensive and proven model of care.

4. Is the platform confidential?

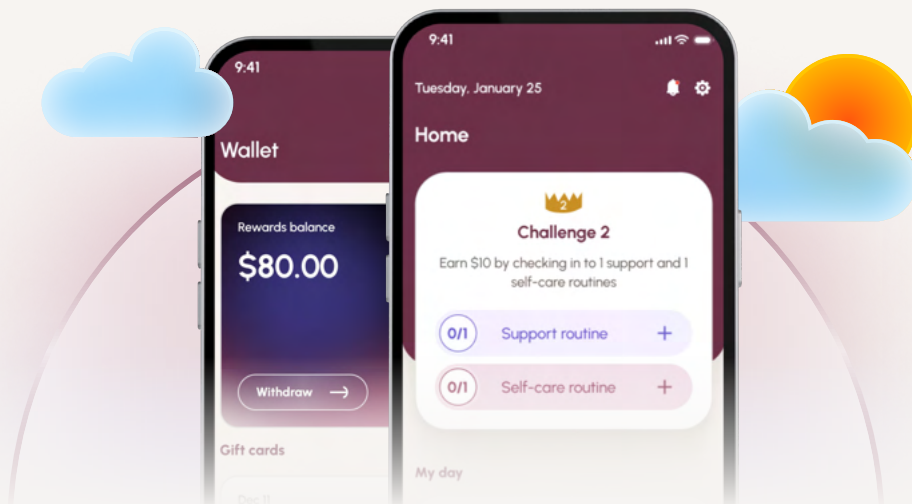
- Yes. WEconnect is HIPAA-compliant and protects member privacy at all times.

5. Can members use WEconnect if they don't have a smartphone?

- Members need a smartphone or tablet with internet access to use the app. If they do not, WEconnect staff can discuss alternative access options.

6. How do members earn rewards?

- Members receive incentives for healthy routines like attending appointments, participating in recovery meetings, or completing wellness activities. Members can earn their first \$10 reward immediately after signing up by completing their first challenge in the app.



Member Support Contact

For questions or technical help, email support@weconnecthealth.io or call our support line at 888-425-4605.

Care Management Support Contact

For account management questions please contact Pamela Lady at pamela@weconnecthealth.io or call 206-471-9761.

