



A Message from WellCare Sales Communications **Important! Agent Assisted Online Application Update!**

Attention WellCare Partners,

This email is to inform you the WellCare Agent Assisted Online Application portal has been updated and is scheduled to release Sunday, August 26th at 8AM EST.


To provide assistance with completing the new application, training module SM New Agent Assisted Enrollment Portal has been loaded into WellCare University (WCU). Please complete the steps below to access the training:

1. Login to WCU
2. Search SM New Agent Assisted Enrollment Portal in the search bar on the top right corner of the homepage
3. Once located, select request
4. Access your active transcript where you can launch and complete the training.

Although not mandatory, completing the training is highly recommended to best prepare you for 2019 Annual Enrollment Period (AEP).

Note: this release is for English only, Spanish and Mandarin will remain in the current format. Please be on the lookout for future communications regarding the release of Spanish and Mandarin.

Please contact your local District Sales Manager (DSM) or Producer Services at 866-822-1339 if you have any questions.

Archived Agent News Click here to read archived WellCare communications.	Useful Links Agent Connect Agent Connect User Guide Agent Website Agent Assisted Enrollment Portal	Contact Us Click here for WellCare points of contact.	Connect with Us Learn more about WellCare and follow us on facebook, LinkedIn, Twitter, YouTube and WellCare's Blog 
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PROCESS FOR PAPER APPLICATIONS:

For paper applications, you may use ***either*** a paper scope of appointment, or a telephonic scope of appointment.

If using a paper scope for a WellCare MAPD application, any CMS approved scope of appointment will be allowed; ***the paper scope must be faxed in with the application within 24 hours of receipt to 866-473-9124. No cover sheet, please!***

Agents completing a paper application also have the option of using the telephonic scope of appointment; we will keep this record for 10 years. Make note of the appointment ID (telephonic scope #) :

- In SC, call **866-561-9818**—you will need to provide your agent number, the beneficiary's name as it reads on the Medicare card, and member address and phone number.
- Let the customer service rep lead the call—confirm whether you are calling for a new appointment, or updating an existing appointment
- Confirm if the call is for an immediate, or future appointment.
- Confirm that you will be discussing MAPD and/ or PDP plans
- Customer service rep will provide you with the appointment ID, and will then need to speak with the beneficiary to confirm appointment.
- Once confirmed, the Appointment ID (scope) number will be written in on the app in the provided space.

****For enrollment into any of our DSNP plans, you must call our ***Special Populations Line*** to verify eligibility. ***When calling, request a confirmation number and place in the provided space on the application. Our Special Populations Verification line (Medicaid verification) number is: 866-211-0544; Press Option 1 for SC. Please note that this line can verify LIS status.***

After the paper application is signed and dated, the app is complete! As a reminder, be sure to fax in the app with the scope to **866-473-9124!**

*****Stand-alone PDP apps follow the same process, but are faxed to 866-388-1521***

Call Leslie Lewis at **912-346-2924** should you have further questions.



PROCESS FOR ELECTRONIC APPLICATIONS:

For electronic applications, the use of our telephonic scope of appointment process is required. We will keep this information accessible for 10 years as required by CMS

To complete a telephonic scope of appointment

- In SC, call **866-561-9818**—you will need to provide your agent number, the beneficiary’s name as it reads on the Medicare card, and member address and phone number.
- Let the customer service rep lead the call—confirm whether you are calling for a new appointment, or updating an existing appointment
- Confirm if the call is for an immediate, or future appointment.
- Confirm that you will be discussing MAPD and/ or PDP plans
- Customer service rep will provide you with the appointment ID, and will then need to speak with the beneficiary to confirm appointment.
- Once confirmed, the Appointment ID (scope) number will need to be entered on the electronic application.

The electronic application can be found on the www.wellcare.com site under the Producer Resources section (Click on the “Corporate” link at the top of the home page—you will find the “Producer Resources” link there, or alternatively, I have included the electronic application link below—save it as a favorite in your web browser:

<https://portal.wellcare.com/agentassistedapp>

******For enrollment into any of our DSNP plans, you must call our *Special Populations Line* to verify eligibility. *When calling, let the rep know you will be completing an online application, so that the DSNP plan choice will be available when selecting the plan choice in the drop-down on the e-app. Our Special Populations Verification line (Medicaid verification) number is: 866-211-0544. Press Option 1 for SC. Please note that this line can verify LIS status—though it is not mandatory that LIS be verified.***

After the application is completed, the beneficiary must click on the “Submit” button on their own. Once uploaded, please take note of the application confirmation number for your records.

******There is one more step to complete the online enrollment—you must call the automated Electronic Verification Application line (EPAV) to confirm the beneficiary’s desire to enroll in the plan—it only takes a minute! The EPAV number is: 866-915-7670. The app is now complete**

Call Leslie Lewis at **912-346-2924** should you have further questions.