**WellCare Selling 101**

**Selling:**

The agent 5 selling options:

1. Faxed Paper Application:
   1. Paper SOA (No appt ID needed), or AVL line.
      1. Coordinated Care Plan (CCP): 877-780-3920
      2. Prescription Drug Plan (PDP): 877-297-3625
   2. Fax numbers:
      1. MAPD: 866-473-9124
      2. PDP: 866-388-1521
   3. The last page of the fax must be the personalized application page which included a personalized barcode. The barcode is linked with each agent ID and certification status. This barcode is scanned as applications connect to WellCare systems. An auto generated email will be sent within five minutes of the completed fax transmission.
      1. Each agent will receive their personalized application page via email. If it cannot be found, a copy may be requested by creating a support ticket in the Agent Connect portal.
   4. Submit only ONE application per fax.
2. Uploaded Paper Application:
   1. Paper SOA (No appt ID needed) or AVL line.
      1. Coordinated Care Plan (CCP): 877-780-3920
      2. Prescription Drug Plan (PDP): 877-297-3625
   2. Paper application can be scanned into a PDF and uploaded through the Agent Connect portal:
      1. Log in to agent connect
      2. Select “create support ticket”
      3. Select the reason, “New Enrollment Submission”
      4. Attach the paper application to the ticket
      5. Complete the subject line: New Enrollment Submission for “beneficiary name”
   3. Once submitted, expect confirmation (response to the support ticket in agent connect) within two business days.
3. Mobile Enrollment Platform:
   1. Mobile SOA (found in the app), paper SOA, or AVL:
      1. Paper SOA: Photo capture and upload in the mobile app (will need appt ID)
      2. Mobile SOA will provide required appt ID for mobile enrollment
         1. Agent and beneficiary sign by going to attachments in top right-hand corner.
         2. The “Scope of appointment form” under the attachment’s menu does NOT need to be used if submitting an electronic application. Only use the “Scope of appointment form” feature if taking a paper SOA from a beneficiary.
      3. AVL line will provide required appt ID for mobile enrollment
   2. Appointment ID required
   3. Available on iPhone/iPad and Android devices
      1. Search app store or play store for “Wellcare Enrollment Platform”
   4. Login consists of NPN and individual (not corp) Agent ID (no username and password needed)
   5. Agent and beneficiary signs by touch screen
   6. The mobile enrollment app allows for online/offline mode for SOA and Enrollment.
4. Electronic/Desktop Enrollment:
   1. Mobile SOA, or AVL:
      1. Coordinated Care Plan (CCP): 877-780-3920
      2. Prescription Drug Plan (PDP): 877-297-3625
   2. Wellcare.com – Online Enrollment Application:
      1. <https://portal.wellcare.com/agentassistedapp>
      2. Agent assisted enrollment that requires internet connection
      3. Appointment ID required
   3. Windows Application – Offline Enrollment Application:
      1. Must have windows 10
      2. Agent assisted enrollment that does not require internet connection at point of sale but does require logging in while connected to Wi-Fi later to submit the application.
      3. Downloading the application to your desktop:
         1. Access Microsoft store by going to the start menu on your computer.
         2. Search “WellCare Enrollment Platform”
         3. Download software
      4. Appointment ID required
5. Personalized URL (PURL)
   1. [www.wellcarerep.com/agentID](http://www.wellcarerep.com/agentID)
   2. PURL is a tool allowing beneficiaries to self-enroll into a WellCare plan within your book of business.
   3. This is a non-agent assisted online application; therefore, a scope is only required if product specifics are discussed prior to enrollment.
      1. Mobile SOA, AVL, or Paper
   4. PURL is available 7-10 business days after certifications are complete
   5. PURL can be marketed on business cards, flyers, websites, and social media pages.
   6. Agents cannot compliantly complete the online application on behalf of the beneficiary or assist the beneficiary with completion of the application.
   7. Beneficiaries will have access to comparison tools within PURL, providing an overview of each benefit available in their market.
   8. No appt ID required as the beneficiary is enrolling themselves