Weekly News

Attention Valued Partner,

AEP is finally here! This year marks an exciting time to be a part of the Wellcare family. Combining all of our different Medicare products together under one national Wellcare brand will help us focus on simplifying the healthcare experience for our valued Medicare members, so they can focus on what matters to them.

As a valued partner, we strive to equip you with the information you need to continue providing exceptional service to your Medicare Advantage (MA/MAPD) and Part D Prescription Drug Plan (PDP) members nationwide.

In this Weekly News communication, we will provide information on the following topics:

- **NEW!** Virtual Hold / Callback Feature – Broker Support (Coming Soon)
- 2022 Wellcare Portfolios at a Glance – Now Available!
- 2022 Marketing and Selling - Health Plans Available
- Helpful Resources for 2022 AEP and Beyond

Virtual Hold/Callback Feature for the Broker Support Call Center – Coming Soon!

We know your time is important. To help you focus on assisting your clients, we are implementing a new feature that will be available soon when contacting Broker Support – Virtual Hold / Callback.

How it Works:

Rather than holding for the next available agent, you will soon have the option to request a callback when a Broker Support agent is available. Rest assured, you will not lose your place in the call queue and will receive a callback once your turn is reached. You will also be informed of the approximate time you can expect to receive the callback.

Please Note: This feature will be presented when Broker Support experiences extended hold times (e.g. peak hours).

2022 Wellcare Portfolios at a Glance – Now Available!

We are excited to announce the 2022 Wellcare Portfolios at a Glance (PAAG) are now available!

PAAGs replace the Wellcare First Looks and are available by sub-regions based on geography or product types offered in each state. Each version provides a quick reference guide to the plan offerings to help easily identify the best plans for your clients.

Click here to learn more about PAAGs and how to access them.

2022 Marketing and Selling – Health Plans Available

We continue to offer you the opportunity to market and sell the following health plans.

- Wellcare
- Wellcare by Allwell
- Wellcare by Fidelis Care
- Wellcare by Health Net
- Wellcare by 'Ohana
- Wellcare by Trillium Advantage
- Ascension Complete

Note: Not all health plans are available in all areas.

As a reminder, the easiest and fastest way to ensure that you are offering all plans available in your area and you are credited for each sale is to use the Ascend Enrollment Platform.

Helpful Resources

As AEP gets underway, we wanted to share some helpful resources to help you be successful throughout AEP.

The following links include important information to help you setup your secured broker portals, order sales materials, and help you market and sell all Wellcare health plans.

Click on each topic for detailed information:

Single Sign-On Portal

Product Details

CustomPoint - Materials Portal

Application & Enrollment Tools

Tracking Applications & Enrollments

Broker Resources

As always, thank you for your continued partnership. We wish you the very best for a successful 2022 AEP season!

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wellcare By allwell

wellcare By Fidelis Care

wellcare By Health Net

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wellcare By Ohana Health Plan

wellcare By Trillium Advantage

Ascension **Complete**

Centene ranks #24 on the Fortune 500 List
Our company provides programs and services to government healthcare programs. We are the country's largest Medicaid managed care organization. See our current standing:
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