Application & Enrollment Tools

There are several ways to submit enrollment applications.

The fastest and most accurate application method is using the Ascend Enrollment Platform.

Ascend

Ascend Benefits:

There are many benefits to using the Ascend enrollment platform offering one platform to complete all application and enrollment activities; here's just a few:

- One platform for all plans, including Allwell, Ascension Complete, Fidelis Care, Health Net, and WellCare.
- Ability to compare all plans
- Quick-Quote: a fast application tool that pre-fills
- RATE: A telephonic enrollment tool
- Recorded Meetings: Allows a call to be recorded and stored
- Integrated PCP search tool with updates
- Offline enrollment ability

- **Automated Verification Capability:** Medicaid, LIS, Medicare verification integrated in app. *For Medicaid verification, see FAQ for participating states.

Accessing Ascend:

Please follow these steps to login and begin using the Ascend enrollment platform:

- [Click here](#) for instructions on how to download the Ascend Mobile App (AMA).
- [Click here](#) to access Ascend via the internet.

How to Login:

- **Your username is:** email@example.com
- **Your temporary password is:** Wellcare123 (Case sensitive)
- If the temporary password does not work, you can select *Forgot Password* to reset.
- **You will be prompted to change your password upon first login.**

Resources:

- [Click here](#) for the Ascend training video. **Password: 4r^7^6==**
- [Click here](#) for the Ascend Mobile App (AMA) Guide
- [Click here](#) for the Frequently Asked Questions (FAQ)
- [Click here](#) for the Ascend Quote & Enrollment Guide (Web enrollment version)

Beginning 2021 AEP, this will be our primary enrollment tool.

Telephonic Scope of Appointment (SOA)

The Telephonic Scope of Appointment (SOA) allows brokers to record and save a SOA per Centers for Medicare & Medicaid Services (CMS) regulations via a live agent speaking with the beneficiary.

Available for **Allwell, Ascension Complete, Health Net and WellCare** enrollments.
This option telephonically records the SOA via a phone call with the beneficiary.

An appointment ID to use for an agent-assisted online application or paper application will be provided.

NOTE: Be sure to record the appointment/recording ID for use on the electronic or paper application.

- MAPD: 877-780-3920
- PDP: 877-297-3625

Personalized URL (PURL):

The **PURL** is a **non-agent-assisted**, online application tool that beneficiaries can use to **self-enroll** and you, the broker, still gets credit for the sale! Every broker is assigned a PURL using your WellCare WorkFlow assigned Producer ID (PID). The PURL format is www.wellcarerep.com/ProducerID.

After PURL application submission and processing, the broker will receive credit for the enrollment. Commissions will reflect on your Agent Connect Commission Statement, accessible through Single Sign-On.

Note: Brokers cannot complete the PURL application on behalf of the beneficiary, or assist the beneficiary with completion of the PURL application in any way.

Paper Applications

Reminder: Be sure to use the appropriate broker identifier when submitting paper applications:

- **National Producer Number (NPN)**
- **WellCare Plan Producer ID (PID)**

	allwell	Ascension Complete	Health Net MEDICARE PROGRAMS	WellCare
National Producer Number (NPN)	✓	✓	✓	
Producer ID (PID)				✓

*Note: Fidelis Care does not accept paper applications. Beginning 10/1/2020, Fidelis Care will use a unique agent identifier consisting of the following: FB + NPN, for example, FB123456

Reminder: Be sure to use the appropriate Scope of Appointment (SOA) and Application for the appropriate health plan and effective date/plan year:

For example, a 11/1/2020 effective enrollment should be completed on a 2020 application. A 1/1/2021 effective enrollment should be completed on a 2021 application.

Submit an Application by Fax:

Reminder: Be sure to use the appropriate fax number when submitting paper applications.

	allwell.	Ascension Complete	Health Net MEDICARE PROGRAMS	WellCare Beyond Healthcare. A Better You.
MA/MAPD	**844-222-3180**	**844-222-3180**	**844-222-3180**	**866-473-9124**
PDP				**866-388-1521**

Downloadable Enrollment Applications:

WellCare:

- [Click here](#) to download the 2021 WellCare Scope of Appointment (SOA) form.
- [Click here](#) to download the 2021 WellCare MA/MAPD Application
- [Click here](#) to download the 2021 WellCare PDP Application
- [Click here](#) to download the 2021 WellCare DSNP Application
- [Click here](#) to download the 2021 WellCare PFFS Application
- [Click here](#) to download the 2021 WellCare Pre-Enrollment Qualification Assessment Tool (For C-SNP)

Allwell:

- 2021 paper applications - **Coming Soon**
- [Click here](#) to download the Scope of Appointment (SOA) form in English.
- [Click here](#) to download the Scope of Appointment (SOA) form in Spanish.

Ascension Complete:

- 2021 paper applications - **Coming Soon**
- [Click here](#) to download the Scope of Appointment (SOA) form in English.
- [Click here](#) to download the Scope of Appointment (SOA) form in Spanish.

Health Net:

- 2021 paper applications - **Coming Soon**
- [Click here](#) to download the Scope of Appointment (SOA) form in English.
- [Click here](#) to download the Scope of Appointment (SOA) form in Spanish.

Fidelis Care:

- Paper applications not accepted
- [Click here](#) to download the Scope of Appointment (SOA) form in English

---

Paper Application Tools

WellCare Plans ONLY

Personalized Paper Application Confirmation Page:

The Personalized Paper Application Confirmation page for faxed applications includes a barcode that will connect the application to your record, and confirmation of receipt will be emailed directly to you at the email address on file.

Key Points to Know:

- The barcode is linked with your WellCare Plan Producer ID (PID) and certification status. **Note**: it is non-compliant to market/sell if you are not actively certified with the Plan.
- The Personalized Paper Application Confirmation Page must be submitted as the **final page** of each individual paper application submission.
- **WARNING! -** Only submit one application per fax.
- Within five minutes of the completed fax transmission, an auto-generated email will be sent directly to you at the email address on file..

To request a copy of your Personalized Paper Application Confirmation page, please contact Agent Support via a ticket within your Agent Connect portal, accessible through [Single Sign-On](#), or by calling: 866-822-1339.

Note: The Agent Connect **Application Tracker** provides transparency into the status of your submitted applications.

Use Agent Connect to Submit an Application:

Agents now have the ability to submit paper application PDF files through the upload capability within Agent Connect accessible through [Single Sign-On](#).

1. Log in to your Agent Connect portal.
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>.

NOTE: Once submitted, expect confirmation (via response to the ticket) within two business days.

Centene ranks #42 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: https://fortune.com/company/centene/fortune500/