Broker Support Call Center
What Do We Do?

wellcare™

MA, MAPD, and PDP Lines of Business

The Broker Support Call Center aims to provide our broker partners with best-of-class service in resolving their issues and supporting their members with Wellcare's Medicare Advantage (MA), MA Prescription Drug (MAPD), and Prescription Drug Plan (PDP). The following is a list of topics about which brokers can call.

866-822-1339

Pre-Sale			
Onboarding:	• Walk uplines through submitting an invitation for downline • Show brokers how to submit an onboarding request direct to Centene		
Single Sign-on Portal:	• New broker set-up • Answer CustomPoint materials portal questions		
ACT and AHIP:	• Annual certification completion status • Explain what modules need to be completed		
Demographics:	• Walk brokers through assigning commissions and changing upline • Walk brokers through changing demographic information • Walk brokers through updating their license information		
Ascend Enrollment Platform:	• Find available plans	• Provider look-up	• Formulary look-up
Application and Enrollment:	• Check status of application	• Verify Broker of Record (BOR) on policy	• Provide member status
Request for Information (RFI) Resolution:	• Assistance resolving applications in RFI status		
Post-Sale The Broker Support Call Center can now assist with some expanded call types.			
Centene Workbench:	• Application search tool • Commission statements • How to submit a Sales Support ticket to attach document for BOR change request, etc. • Portfolio-at-a-Glance (pre-sale) • Enrollment materials (pre-sale)		
Commissions:	• Show brokers how to find and download commission statements and Book of Business • Calculate what is due to the broker for each policy • Review payments made for each policy to see if any are missing/incorrect • Bank payee information updates • Broker's payee profile set-up		
Member ID Cards:	• Request ID cards to be mailed to members		
Limited Member Services Inquiries (Broker of Record only):	• PCP changes • Current member benefit information	• Limited member demographic changes (email and phone, not address)	• Review premium amounts, including LIS and LEP • Current premium payment method • Payment status, including whether payments are current or past due
Member Services The Broker Support Call Center cannot help with the following topics. *The broker is required to call the Customer Service call center and the member **may be** required to be on the phone.*			
Member Services:	• Claims • Member billing updates or payments • Updating member banking information	• Pharmacy issues • Pharmacy inquiries • Plan cancellations • Reinstatements	• Updating member demographics • Power of Attorney submissions

For any Member Services-related questions, please visit www.wellcare.com.

Select *Contact Us* for the contact number as it varies by state. For the most accurate number for a particular member, please see the back of their ID card.

For help choosing the correct election period, see our Election Period Guide.

Broker Support is unable to provide election period recommendations.

For a list of all other important broker contacts, please go to:

Centene Workbench → Documents and Resources → Shared Resources → Wellcare Contacts and Resources.