

Wellcare's Commitment to Broker and Service Excellence

wellcare

Wellcare is on an ongoing journey to improve our service and become the easiest partner with which to do business. While we are proud of our 2023 accomplishments, our commitment to service and to you continues.

As we kick off AEP 2024, we vow to continue evaluating service, investing in our members and partners, and sharing information critical to your success.

Some of the achievements we are most proud of involve our commitment to member service enhancements and broker support. These include:



Broker Support

- Committed to improving broker experience through **continuous training and improving our overall quality of service from our team members**
- Serviced more than **700,000 calls** with overall service levels maintained
- **94% Customer Satisfaction Survey score** year-to-date
- Resolved over 90% of our **100,000 tickets within two business days** with most tickets responded to with one business day
- Launched the **new Wellcare Brokers Forum on LinkedIn** where brokers can connect with us and one another to share successes, best practices, and solutions



Agent Systems

- **Centene Workbench**, the one-stop source for self-service tools to help manage and grow business, features an Applications link to view and search applications for multiple criteria, easily identify applications needing follow-up, and to upload a paper application for processing
- Real-time **Medicare and Medicaid self-service for D-SNP** eligibility verification now available on both Ascend and Sunfire
- **HRAs eligible** for administrative payment on Ascend, Sunfire, and standalone site
- **Expanded** go-to-market materials and digital resources, with a one-stop shop for all electronic materials www.wellcarefirstlook.com/digital-resource-center/



Member Resources

- **Timely and accurate ID cards delivered with more information, based on member feedback, to include:**
 - Dental, Vision, and Transportation vendor information
 - QR code for direct access to Member Portal
 - Improved look and feel, with key information easier to find
- **Onboarding enhancements** including optimized welcome calls, welcome texts, conversational texting, Benefit Overviews, and PBM change information
- A new **Wellcare Spendables™ debit card** with preloaded funds to purchase multiple benefits like healthy food and over-the-counter items
- **New Application Tracker** to give members and brokers real-time visibility into application status
- **Enhanced Welcome Kits and new Welcome Back Kits** to include more plan-specific benefit information
- **A new** YouTube member video library



Member Services

- **Enhanced call listening and insights** through Qualtrics tools
- Migration to Amazon Web Services for improved self-service technology
- 84% First Call Resolution (up from 81%)
- 92% Customer Satisfaction Survey score (up from 88%)
- ~40% overall YoY reduction in member complaints, 27% reduction in YoY customer service member complaints
- Consistently hitting 95% and higher service levels
- Member Services staff can now handle **PCP changes** directly from a broker* without the member on the phone (*HIPAA identifiers required)

We look forward to keeping the lines of communication open and thank you for your continued partnership.
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