

# Contacts and Resources

Sales Support		
Contact / Process	Purpose	Contact Information
Medicare Broker Support	Assistance with contracting, certification, commissions, onboarding, etc.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
Medicare Supplement (Med Supp) Support	Assistance with contracting, commissions, etc.	833-728-1298 Monday - Friday: 9 a.m. - 5 p.m., PST
Sales Leadership Contacts	Provide local market support	Go to <a href="https://www.wellcare.com/Broker-Resources/Broker-Resources">https://www.wellcare.com/Broker-Resources/Broker-Resources</a> for all market contacts
Applications and Enrollments		
Contact / Process	Purpose	Contact Information
Disenrollment Processing	Submit disenrollment requests (member only)	Wellcare - Fax: 866-473-9124 Centene (Allwell, Ascension Complete, Health Net) – Fax: 844-222-3180 Fidelis Care – Fax: 877-533-2402 PDP – Fax: 866-388-1521
Paper Application Submission	Submit paper enrollment applications	Go to <a href="https://www.wellcare.com/Broker-Resources/Application-and-Enrollment">https://www.wellcare.com/Broker-Resources/Application-and-Enrollment</a> for a listing of our health plan fax numbers
Request for Information (RFI)	Assistance with resolving applications in Pending status, and request for Information on MAPD/PDP plans.	Wellcare: 866-822-1339 Centene (Allwell, Ascension Complete, Health Net): 844-202-6811 Monday - Friday: 8 a.m. - 8 p.m., EST
Special Population (SPOP) & Medicaid Eligibility	Eligibility support for Medicare and Medicaid	866-211-0544 8 a.m. – 11 p.m., EST Monday - Sunday
National Appointment Verification Line - Telephonic Scope of Appointment (SOA)	Document Telephonic Scope of Appointment for W2 and 1099 Field Agents for MAPD/PDP Plans.	877-780-3920 Monday - Sunday: 8 a.m. - 8 p.m., All Time Zones

**Customer Service**

<b>Contact / Process</b>	<b>Purpose</b>	<b>Contact Information</b>
<b>Claims</b>	<b>Claims submission assistance</b>	<b>Varies. Member Services number located on the member ID card (This number is unique to each health plan)</b>
<b>My Wellcare Rewards</b>	<b>Member rewards program assistance</b>	<b>866-550- 1590 Monday - Friday: 8 a.m. - 8 p.m., CST (Excludes Ascension Complete)</b>
<b>Nurse Advice Line</b>	<b>Member medical benefit assistance</b>	<b>Centene / Wellcare: Allwell - 844-543-8996 Health Net - 800-893-5597 Wellcare - 800-581-9952 Fidelis Care - 800-247-1447 Ascension Complete: Alabama - 844-331-0444 Florida - 833-981-0917 Illinois - 833-981-0915 Indiana - 855-795-1062 Kansas - 833-981-0916 Michigan - 855-795-1058 Tennessee - 855-795-1042 Texas - 844-697-5652</b>
<b>CVS/Caremark Mail Order Services</b>	<b>Prescription mail delivery assistance</b>	<b>Wellcare - 866-808-7471 (TTY: 711) 24 hours a day, 7 days a week Allwell, Ascension Complete, Health Net, Fidelis Care - 888-624-1139 (TTY: 711) 24 hours a day, 7 days a week</b>
<b>MAPD</b>	<b>For questions regarding current, active members</b>	<b>Varies. Member Services number located on the member ID card (This number is unique to each health plan)</b>
<b>Medical Appeals</b>	<b>For assistance with appeal coverage decisions</b>	<b>Varies. Member Services number located on the member ID card (This number is unique to each health plan)</b>
<b>Pharmacy Services</b>	<b>For prescription drug benefit assistance</b>	<b>Varies. Member Services number located on the member ID card (This number is unique to each health plan)</b>
<b>PDP</b>	<b>Wellcare Classic, Wellcare Value Script, and Wellcare Medicare Rx Value Plus</b>	<b>Phone: 888-550-5252 (TTY: 711) Monday - Friday: 8 a.m. - 2 a.m., EST</b>
<b>PDP Appeals</b>	<b>Appeal submissions assistance</b>	<b>Fax: 866-388-1766</b>