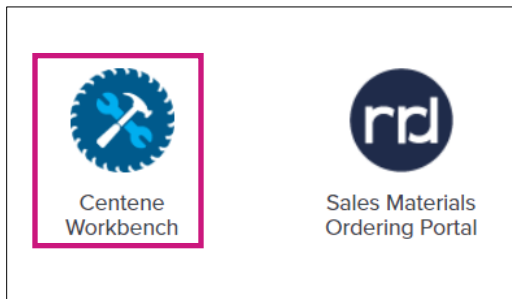


Centene Workbench – Paper Application Submission Upload Instructions

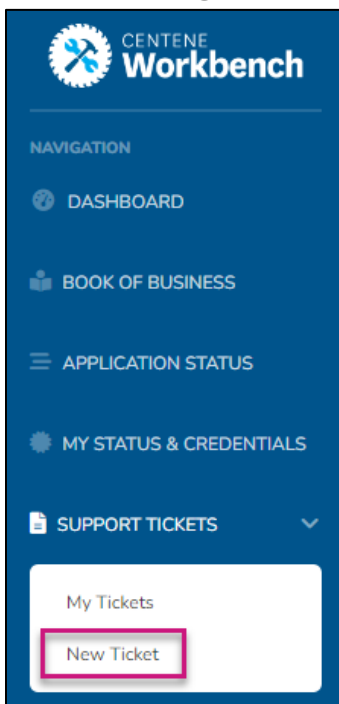
wellcare

For Legacy Wellcare plans only, brokers/agents have the ability to electronically submit paper enrollment application PDF files through the ticket upload function in Centene Workbench. For a comprehensive list of Legacy Wellcare plans, select this link: [Legacy Wellcare Plans Reference Guide](#)

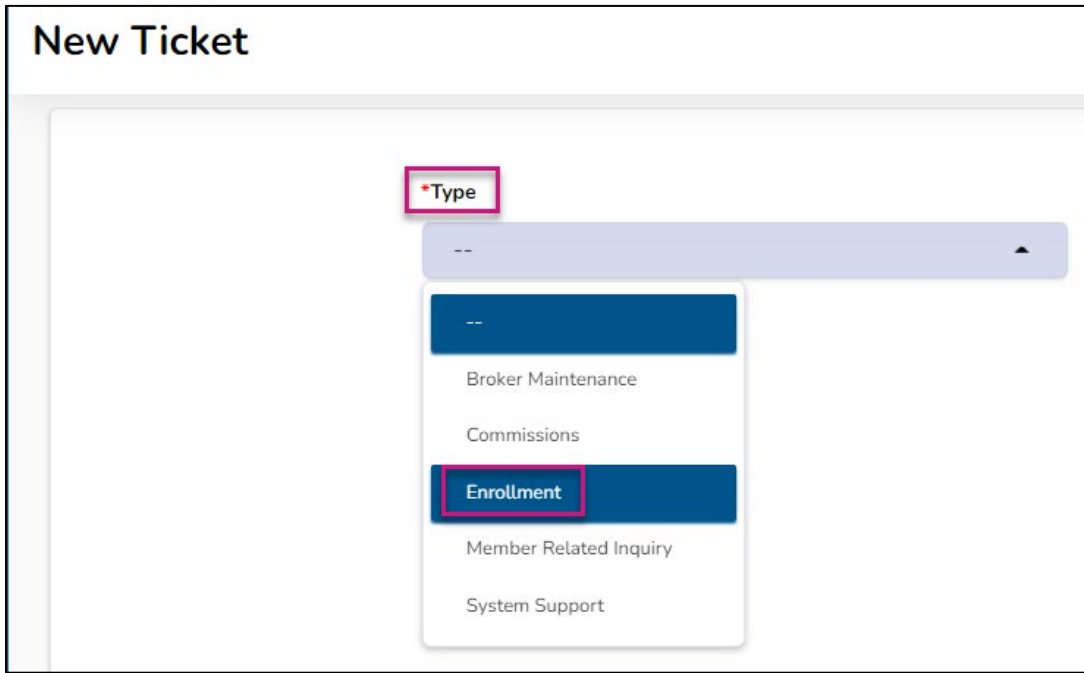
1. Access your Single Sign-On portal: <https://desktop.pingone.com/cnc-workbench-brk>
2. Select the **Centene Workbench** icon on the SSO Homepage. This will route you to the **Centene Workbench** Home Page.



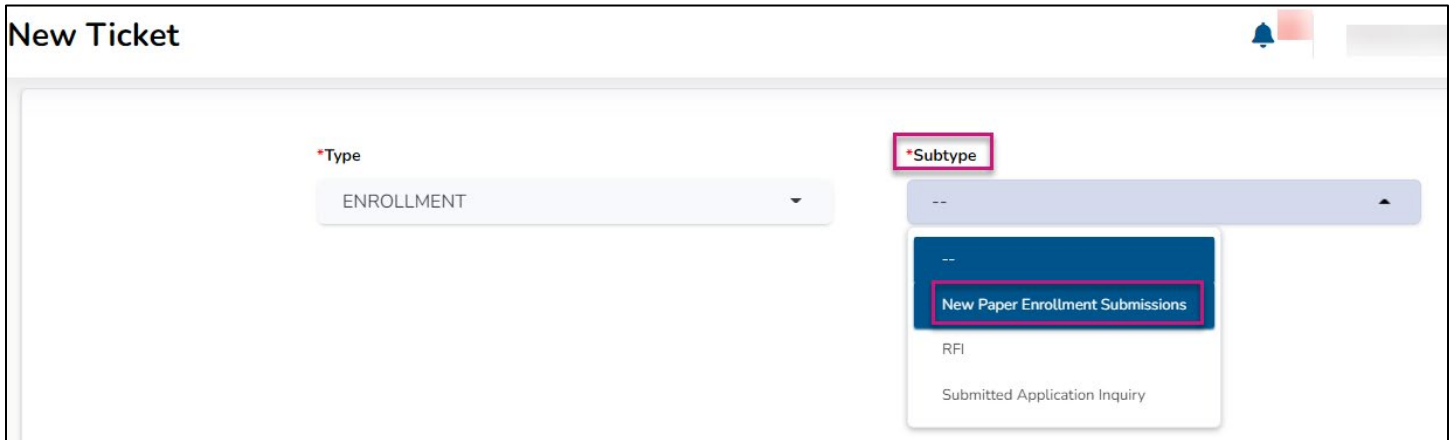
3. From the **Navigation** section, select **New Ticket** from the **Support Tickets** drop-down.



4. Select **Enrollment** from the Type drop-down.



5. Select **New Paper Enrollment Submissions** from the **Subtype** drop-down.



6. In the **Document Upload** section, select the **Browse** button to attach the scanned PDF application.

The screenshot shows a form with the following elements:

- *Type**: A dropdown menu with the selected value "ENROLLMENT".
- *Subtype**: A dropdown menu with the selected value "NEW PAPER ENROLLMENT SUBMISSIONS".
- *Ticket Description**: A large, empty text input field.
- *Document Upload**: A label for the document upload section, highlighted with a pink box.
- BROWSE**: A blue button to select a file, highlighted with a pink box.

7. Once the Member MBI, Member Name, and Member DOB fields are populated, select the **Create** button

The screenshot shows a form with the following elements:

- *Member MBI**: A text input field, highlighted with a pink box.
- *Member Name**: A text input field, highlighted with a pink box.
- *Member DOB**: A text input field, highlighted with a pink box.
- CREATE**: A blue button to submit the form, highlighted with a pink box.

8. A notification will be sent after the ticket has been updated to a new status/worked.

NOTE: All fields marked with an * are required.