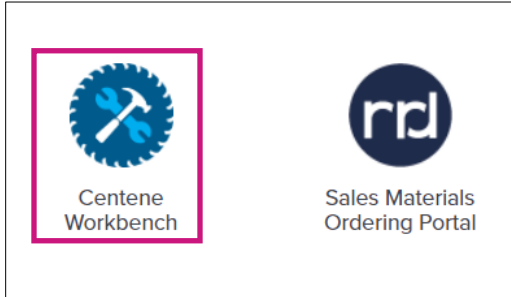


# Centene Workbench – Paper Application Submission Upload Instructions

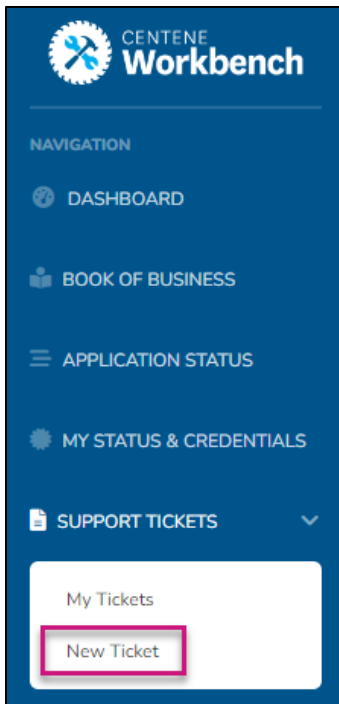
wellcare

**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.

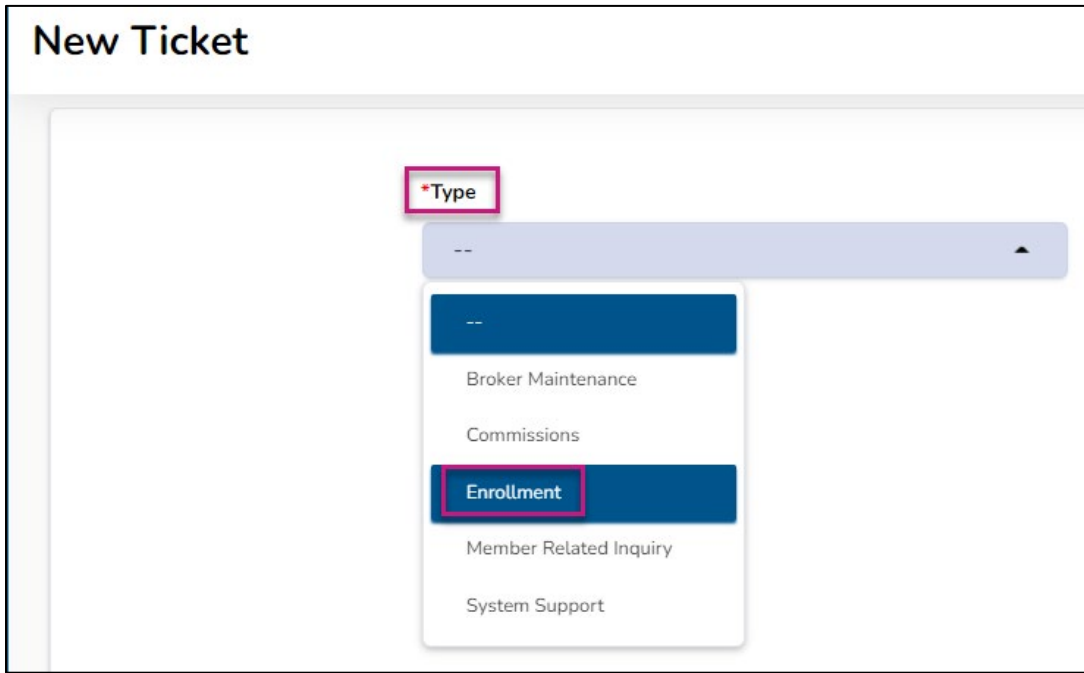
1. Access your Single Sign-On portal: <https://desktop.pingone.com/cnc-workbench-brk>
2. Select the **Centene Workbench** icon on the SSO Homepage. This will route you to the **Centene Workbench** Home Page.



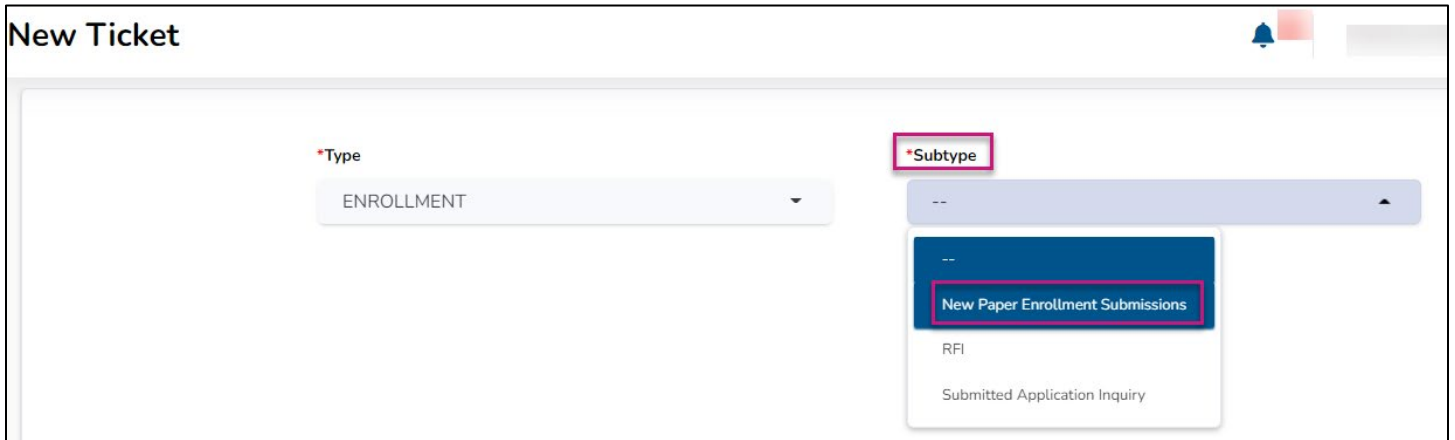
3. From the **Navigation section**, select **New Ticket** from the **Support Tickets** drop-down.



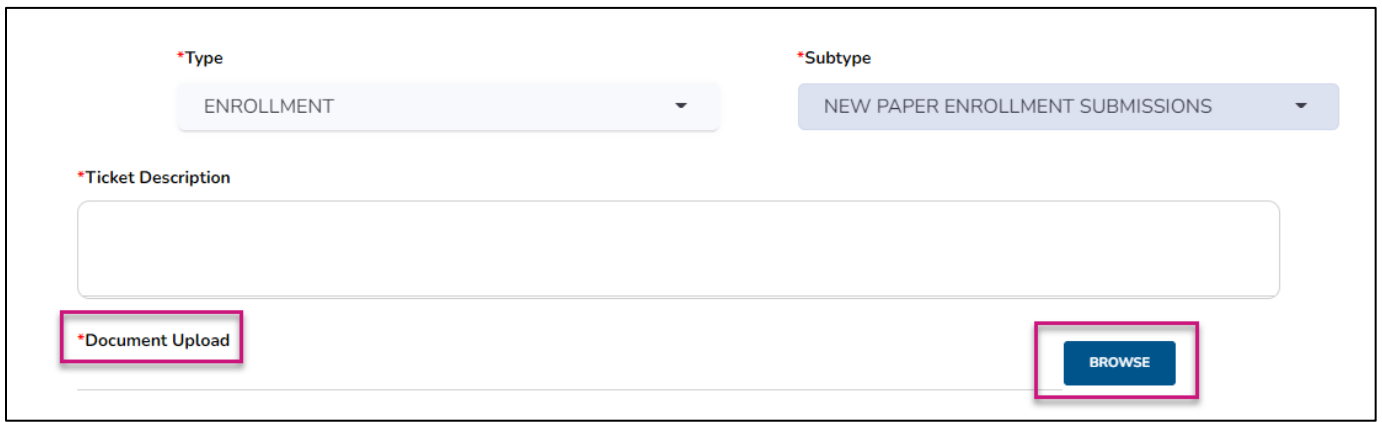
4. Select **Enrollment** from the Type drop-down.



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 section for document upload. At the top, there are two dropdown menus: '\*Type' with 'ENROLLMENT' selected and '\*Subtype' with 'NEW PAPER ENROLLMENT SUBMISSIONS' selected. Below these is a text input field for '\*Ticket Description'. At the bottom left is a label '\*Document Upload' and at the bottom right is a blue button labeled 'BROWSE'. Both the label and the button are highlighted with a pink rectangular box.

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



The screenshot shows a form section for member information. It contains three text input fields: '\*Member MBI', '\*Member Name', and '\*Member DOB'. Each field label is highlighted with a pink rectangular box. At the bottom right of the section is a blue button labeled 'CREATE', which is also highlighted with a pink rectangular 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.