



Sales Support		
Contact / Process	Purpose	Contact Information
<b>Medicare Broker Support</b>	Assistance with contracting, certification, commissions, onboarding, etc.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
<b>Medicare Supplement (Med Supp) Support</b>	Assistance with contracting, commissions, etc.	833-728-1298 Monday - Friday: 9 a.m. - 5 p.m., PST
<b>Sales Leadership Contacts</b>	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
<b>Disenrollment Processing</b>	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
<b>Paper Application Submission</b>	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
<b>Request for Information (RFI)</b>	Assistance with resolving applications in Pending status, and request for Information on CCP/PDP plans.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
<b>Special Population (SPOP) Medicaid Eligibility</b>	Eligibility support for Medicare and Medicaid	866-211-0544 8am - 2am EST Monday - Sunday
<b>Telephonic Scope of Appointment (SOA)</b>	Document SOA via phone	CCP: 877-780-3920 PDP: 877-297-3625 Monday - Sunday: 8 a.m. - 8 p.m., All Time Zones

Customer Service		
Contact / Process	Purpose	Contact Information
<b>Claims</b>	Claims submission assistance	Varies. Member Services number located on the member ID card (This number is unique to each health plan)
<b>My Wellcare Rewards</b>	Member rewards program assistance	866-550- 1590 Monday - Friday: 8 a.m. - 8 p.m., CST (Excludes Ascension Complete)
<b>Nurse Advice Line</b>	Member medical benefit assistance	<b>Centene / Wellcare:</b> Allwell – 844-543-8996 Health Net – 800-893-5597 Wellcare – 800-581-9952 Fidelis Care – 800-247-1447 <b>Ascension Complete:</b> 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>CVS/Caremark Mail Order Services</b>	Prescription mail delivery assistance	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>MAPD</b>	For questions regarding current, active members	Varies. Member Services number located on the member ID card (This number is unique to each health plan)
<b>Medical Appeals</b>	For assistance with appeal coverage decisions	Varies. Member Services number located on the member ID card (This number is unique to each health plan)
<b>Pharmacy Services</b>	For prescription drug benefit assistance	Varies. Member Services number located on the member ID card (This number is unique to each health plan)
<b>PDP</b>	Wellcare Classic, Wellcare Value Script, and Wellcare Medicare Rx Value Plus	Phone: 888-550-5252 (TTY: 711) Monday - Friday: 8 a.m. - 2 a.m., EST
<b>PDP Appeals</b>	Appeal submissions assistance	Fax: 866-388-1766