CENTENE Workbench

wellcare

Onboarding – Broker Guide

LU: 11/5/2025 MN

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Purpose of this Document

With this guide, all brokers and agencies will be able to:

- Fully complete an invitation and fully certify to gain Centene Workbench portal access
- Understand the differences in broker Sub-Types

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- State Licenses
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Onboarding Completed

Sub Type Definitions

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Initiating a Producer Agreement

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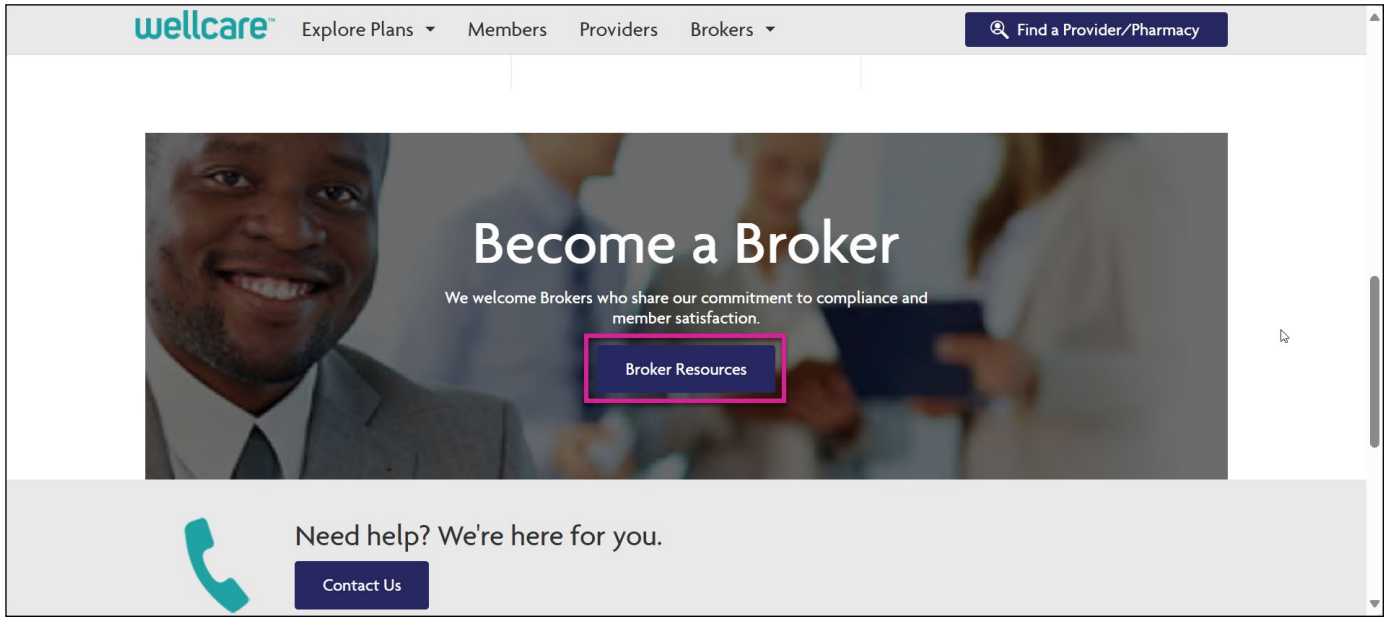
Initiating a Producer Agreement

Brokers who wish to contract direct to Wellcare can initiate their onboarding directly from the Wellcare website.

1. Navigate to **https://www.wellcare.com/**
2. Scroll down to **Become a Broker**
3. Select **Broker Resources**



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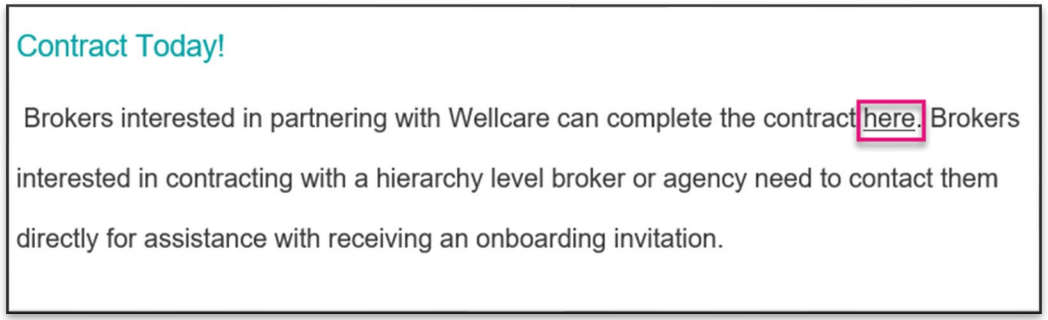
Initiating a Producer Agreement Cont.

4. Select **New Broker**

5. Select the link under **Contract Today!**



Note: If you are wishing to be associated with an agency, you must contact that agency for onboarding.

Initiating a Producer Agreement Cont.

6. Once you are ready to self-onboard as a Direct to Wellcare broker, you will need to have the following information ready to enter:
   - NPN
   - Email Address
   - SSN

7. Select **Submit**

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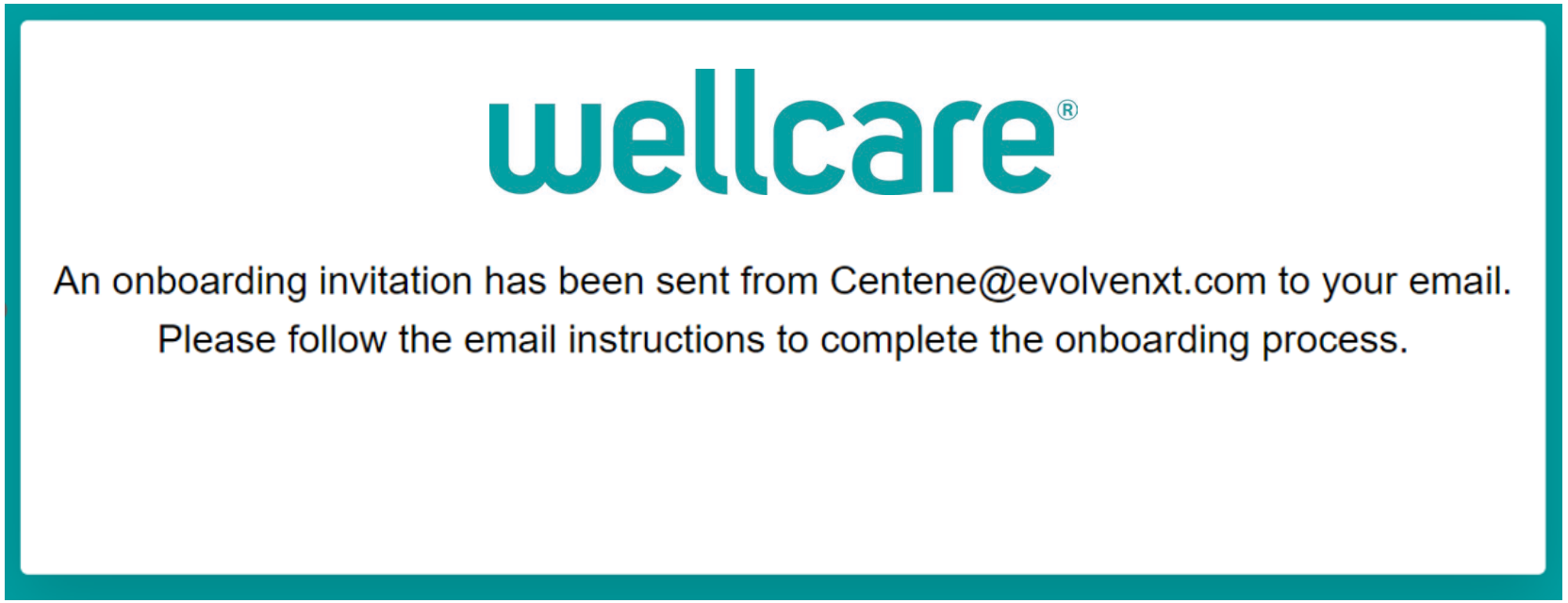
Initiating a Producer Agreement Cont.

If all information provided is valid, you will see a message confirming the onboarding invitation has been initiated.

Please locate the email within your inbox and follow the instructions to complete the onboarding process. If you are unable to locate the email, be sure to check your trash/spam folder for the invitation.



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Receiving Email Invitation and Logging into PingOne

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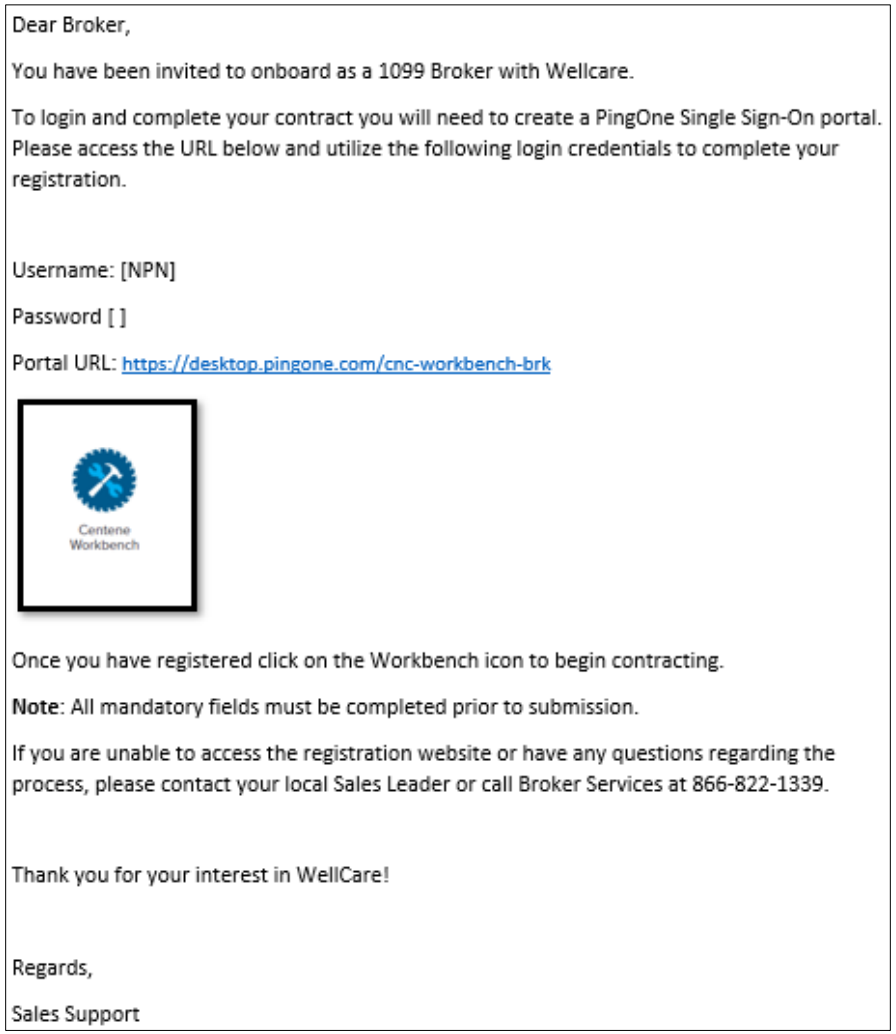
Receiving Email Invitation and Logging into PingOne

1. An email invitation will be sent from centene@evolvenxt.com, which also includes instructions for PingOne Single Sign-on set up.



Dear Broker,

You have been invited to onboard as a 1099 Broker with Wellcare.

To login and complete your contract you will need to create a PingOne Single Sign-On portal. Please access the URL below and utilize the following login credentials to complete your registration.

Username: [NPN]

Password [ ]

Portal URL: https://desktop.pingone.com/cnc-workbench-brk

Centene Workbench

Once you have registered click on the Workbench icon to begin contracting.

Note: All mandatory fields must be completed prior to submission.

If you are unable to access the registration website or have any questions regarding the process, please contact your local Sales Leader or call Broker Services at 866-822-1339.

Thank you for your interest in WellCare!

Regards,

Sales Support

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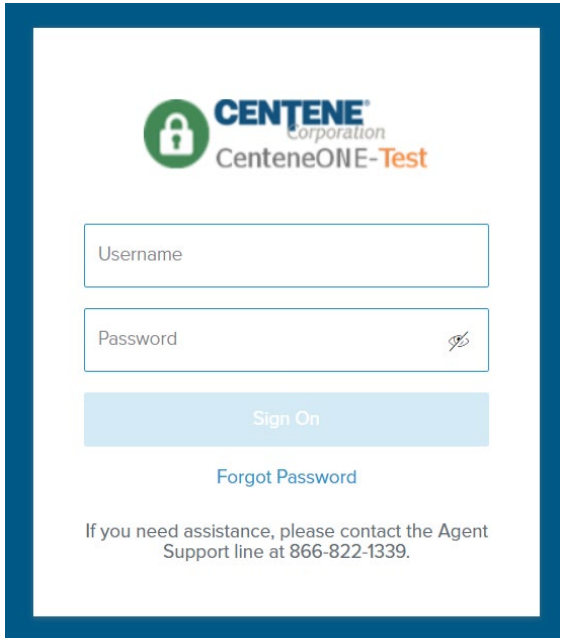
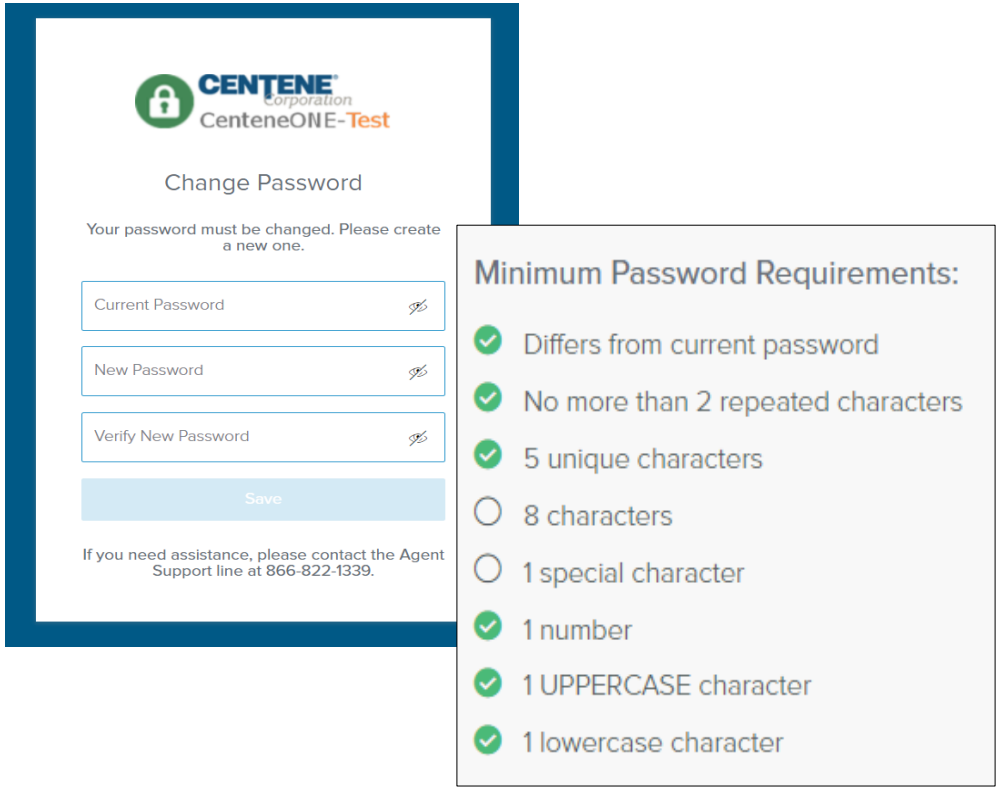
Receiving Email Invitation and Logging into PingOne Cont.

2. Select the portal URL link in the email, which will redirect to PingOne Single Sign-On page
3. Type your **Username** (this will be your **National Provider Number (NPN)**) and **temporary password** provided in the invite email
4. Select **Sign On**



5. The following screen will populate. Enter the provided temporary password in the **Current Password** field and then update your password in the **New Password** and **Verify Password** fields (see below for password requirements)



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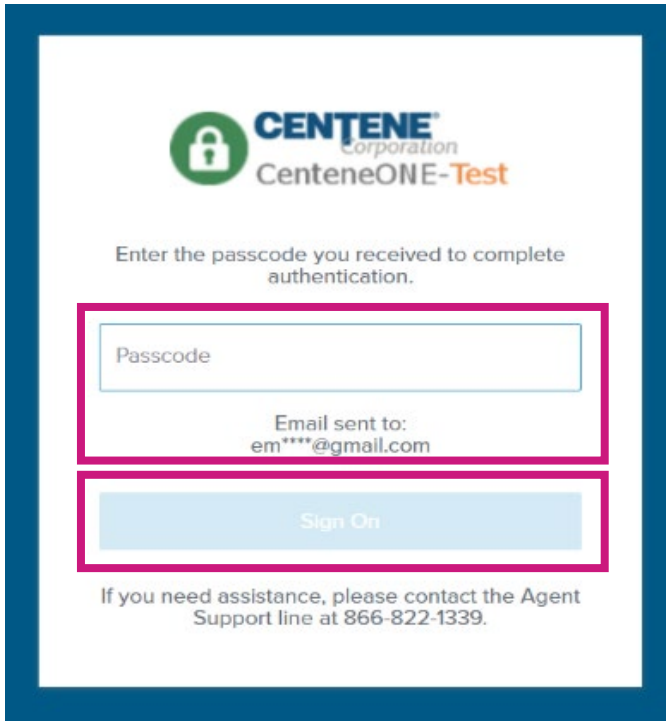
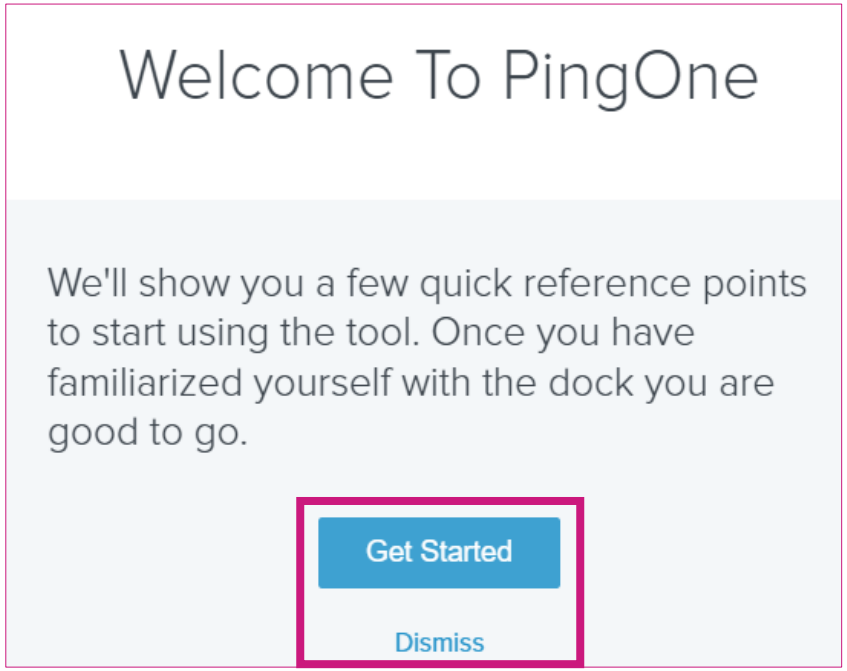
Receiving Email Invitation and Logging into PingOne Cont.

6. Select **Save** once new password is entered
7. You will receive an authentication code by email after updating your password
8. Enter the Authentication code and select **Sign On**



9. The following screen will appear. You are now successfully registered to use PingOne.

   Note: You can select **Get Started** for a quick tutorial on using PingOne or **Dismiss** to skip this step



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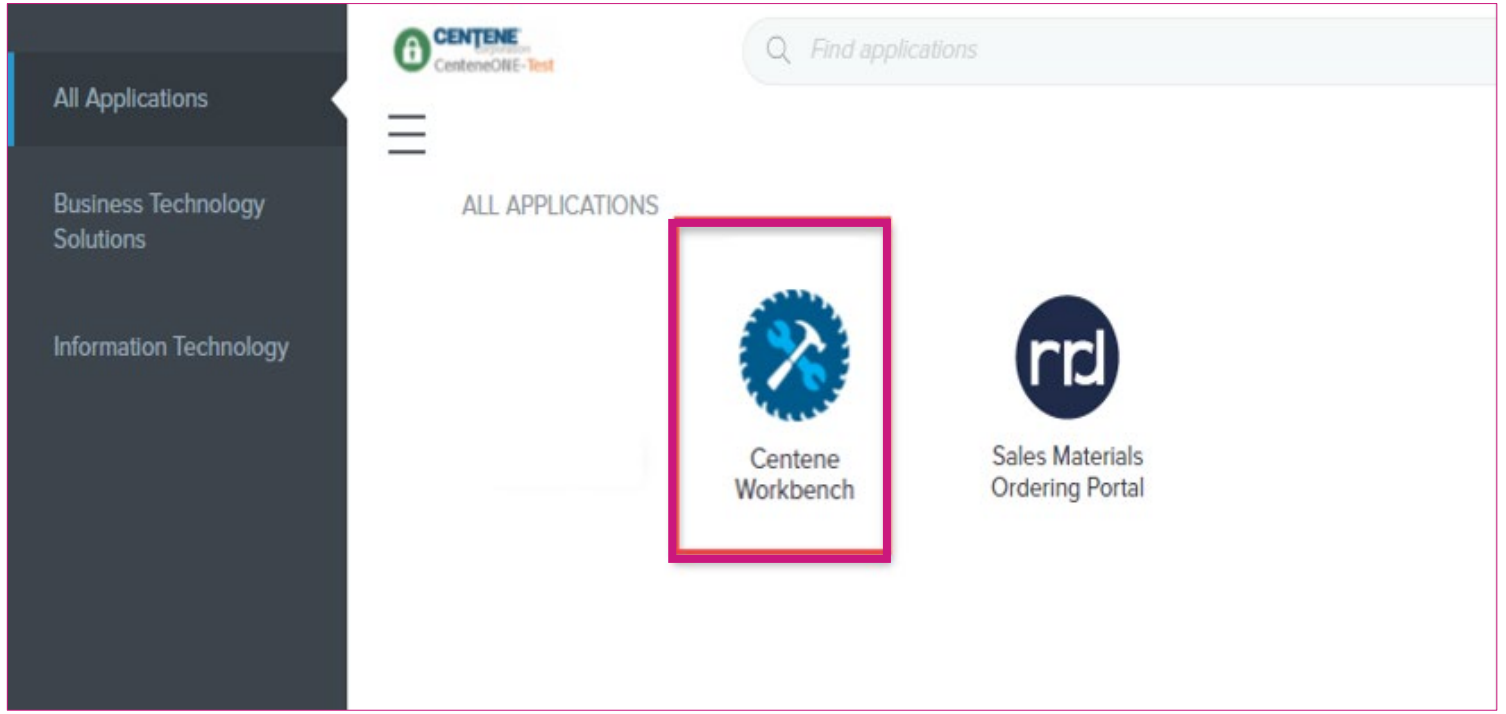
Receiving Email Invitation and Logging into PingOne Cont.

10. In the main dashboard, select the **Centene Workbench** icon to get started



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Completing Onboarding

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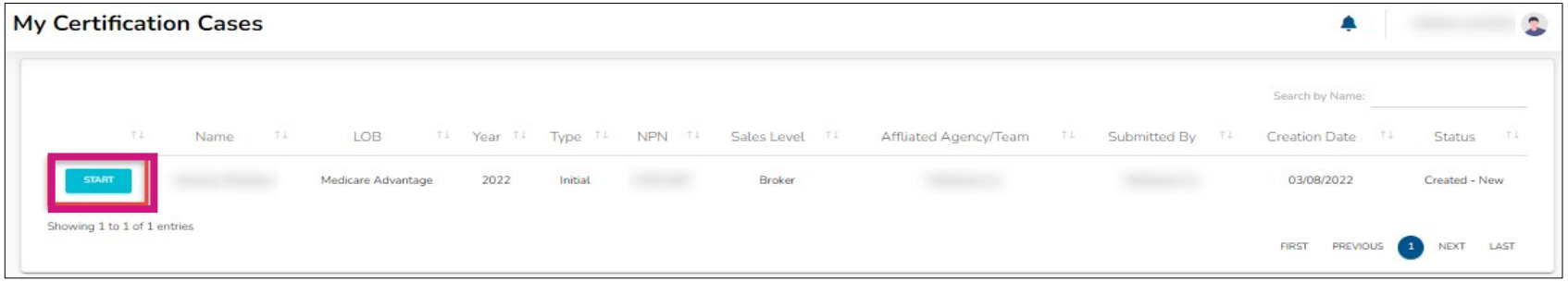
Completing Onboarding

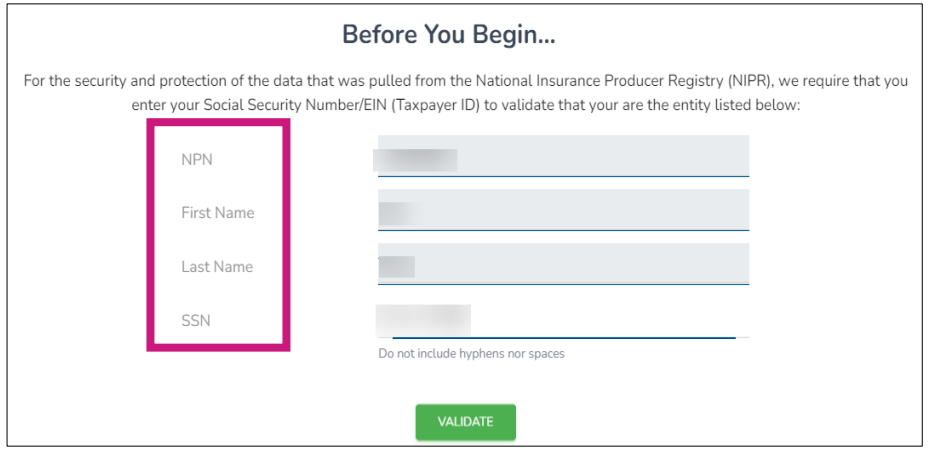
Upon initial onboarding, you will see the pending onboarding case under **My Certification Cases**

1. Select **Start** to enter the contract



2. To access the onboarding case, you will need to validate your **Social Security Number (SSN)/Tax Identification Number (TIN)** against the NPN provided in your invitation. The NPN will be prepopulated. Enter in your SSN/TIN and select **Validate**.

   Note: After validating, you will view a dashboard with tabs to enter **Demographics, Payment, Marketing URL and State Licenses** information before selecting the **Submit** tab.



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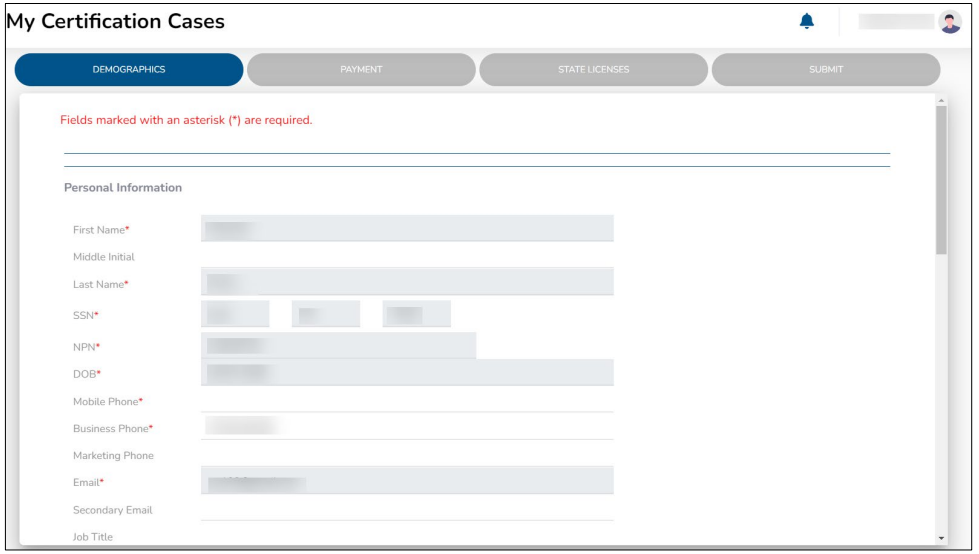
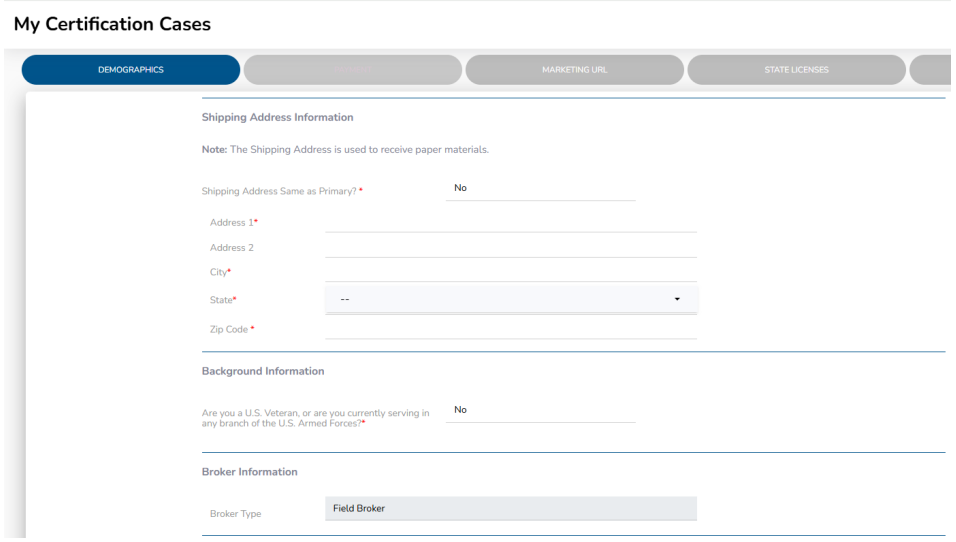
Completing Onboarding: Demographics

1. Select the **Demographics** tab under **My Certification Cases**
2. Your demographics information will automatically load in from NIPR
3. Be sure to add the following information in your Demographics:
   - **Mobile Number:** Required
   - **Secondary Email:** Optional
   - **Shipping Address**
     - Select **Yes** if Shipping Address is the same as Residence Address. It will then automatically populate based on Residence Address.
     - Select **No** if Shipping Address is different from Residence Address. You will be prompted to complete Shipping information. **Note:** Please do not use a PO Box for Shipping Address.
   - **Veteran Status:** Required
     - Select **Yes** if you served on active duty in the U.S. Armed Forces.
     - Select **No** if you were not on active duty in the U.S. Armed Forces.





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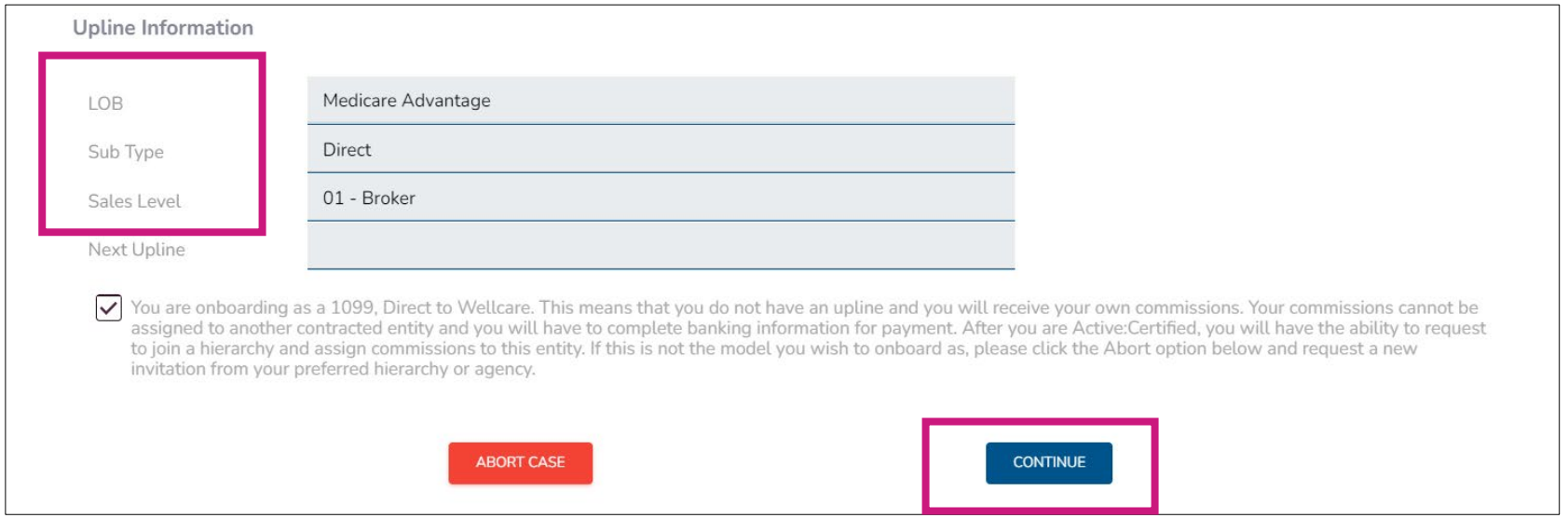
Completing Onboarding: Demographics Cont.

4. Once you have completed all demographic information, please review your **Upline** and **Sub Type** information. **Note:** Please review **Sub Type Definitions slide** for more information.
5. When you have confirmed this information is correct, please check the box acknowledging you understand, and then select **Continue**.



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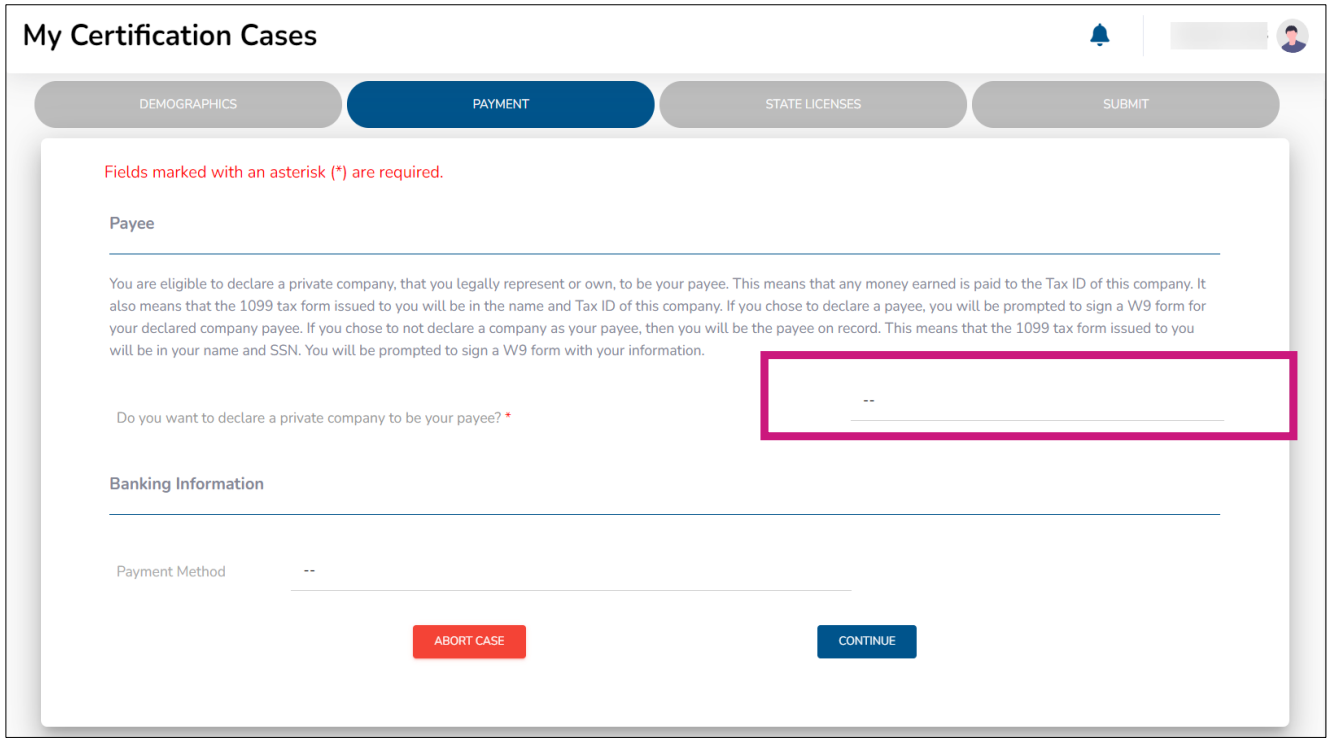
Completing Onboarding: Payment

Direct and Downline Only Sub Type Payment Steps

1. Select the **Payment** tab under **My Certification Cases**
   - Select **Yes** if you have a private company that you would like to assign as the Payee.
   - Select **No** if you do not wish to declare a private company to be the Payee.



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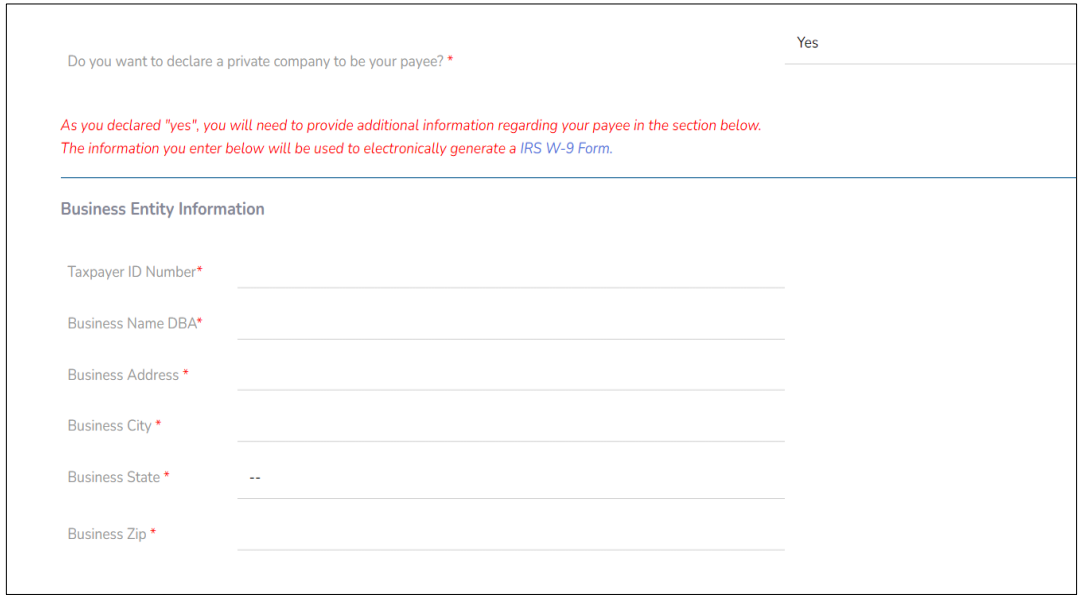
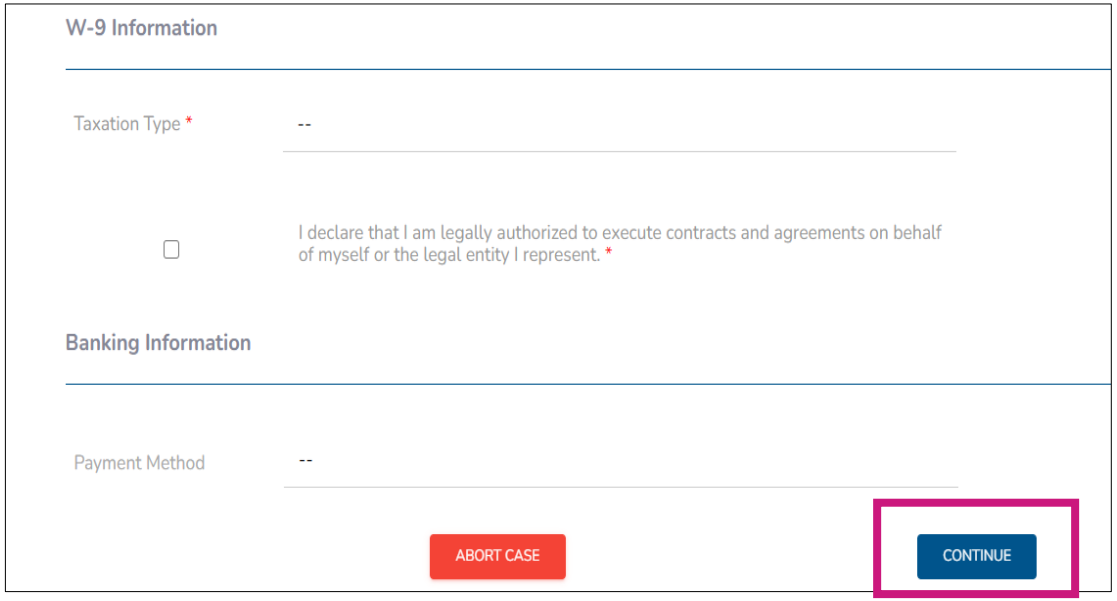
Completing Onboarding: Payment Cont.

Direct and Downline Only Sub Type Payment Steps

Pay Entity Assignment

- If you selected **Yes**, provide the required payment information for this entity as well as a W-9.
  Note: If you declare a private company as your payee, your 1099 will be in the name of that entity.
- Once all information is provided, select **Continue**



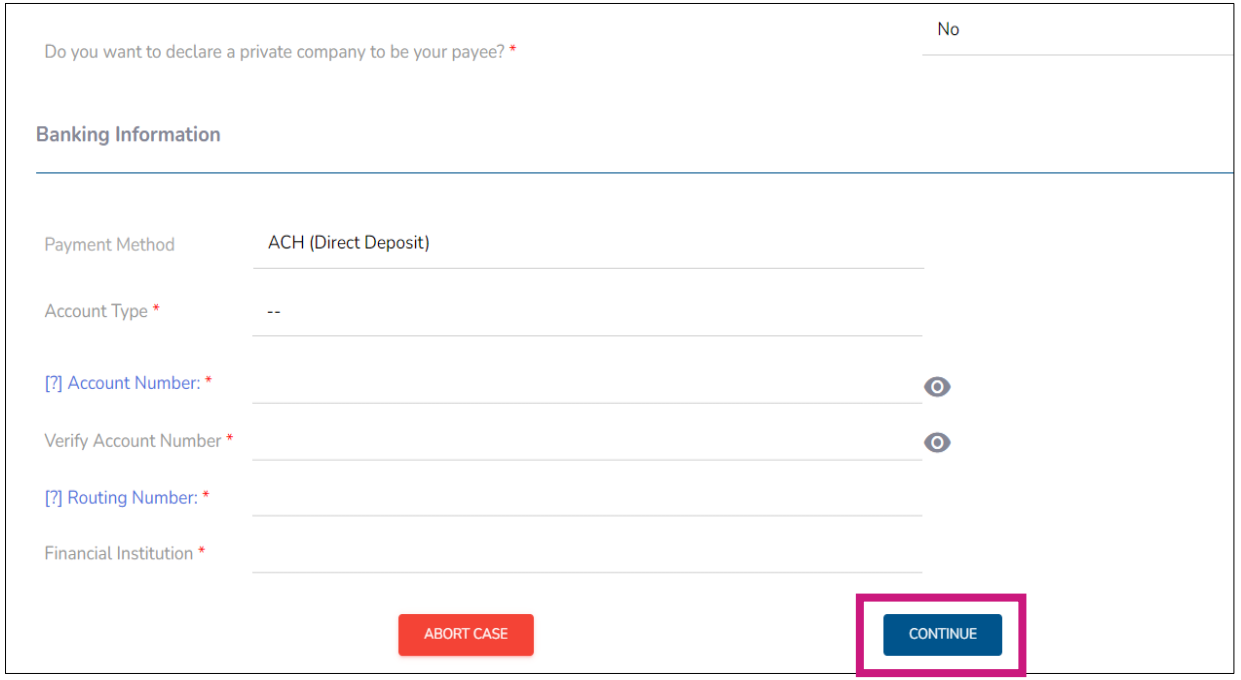


Completing Onboarding: Payment Cont.

Direct and Downline Only Sub Type Payment Steps

No Pay Entity Assignment

- If you selected **No**, provide the required payment information for yourself as well as a W9 in your name.
- Once all information is provided, select **Continue**



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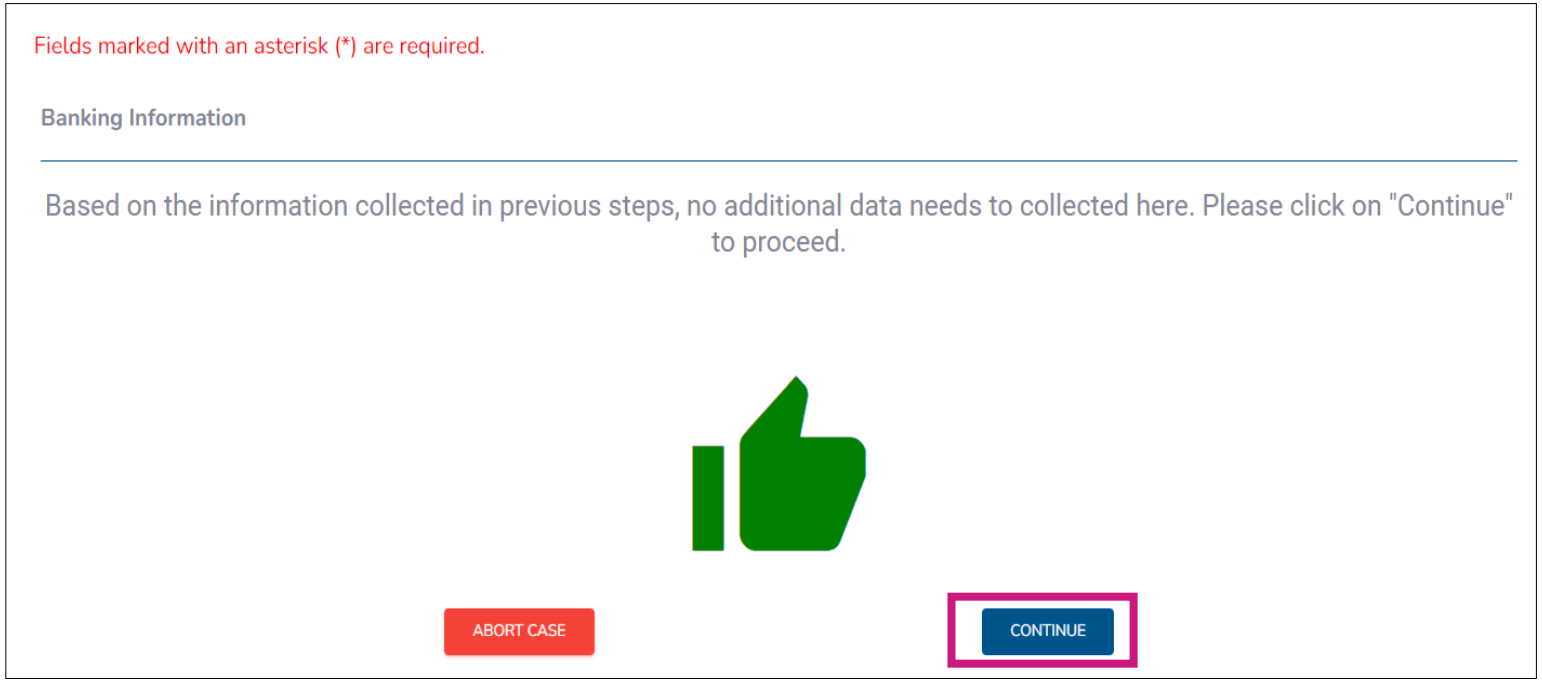
Completing Onboarding: Payment Cont.

Licensed-Only Agent and Dual Assignment Sub Type Payment Steps

- For the above-mentioned Sub Types, commissions are assigned to the Upline, and no payment information is required.
- No actions are required during this step. Select **Continue**.



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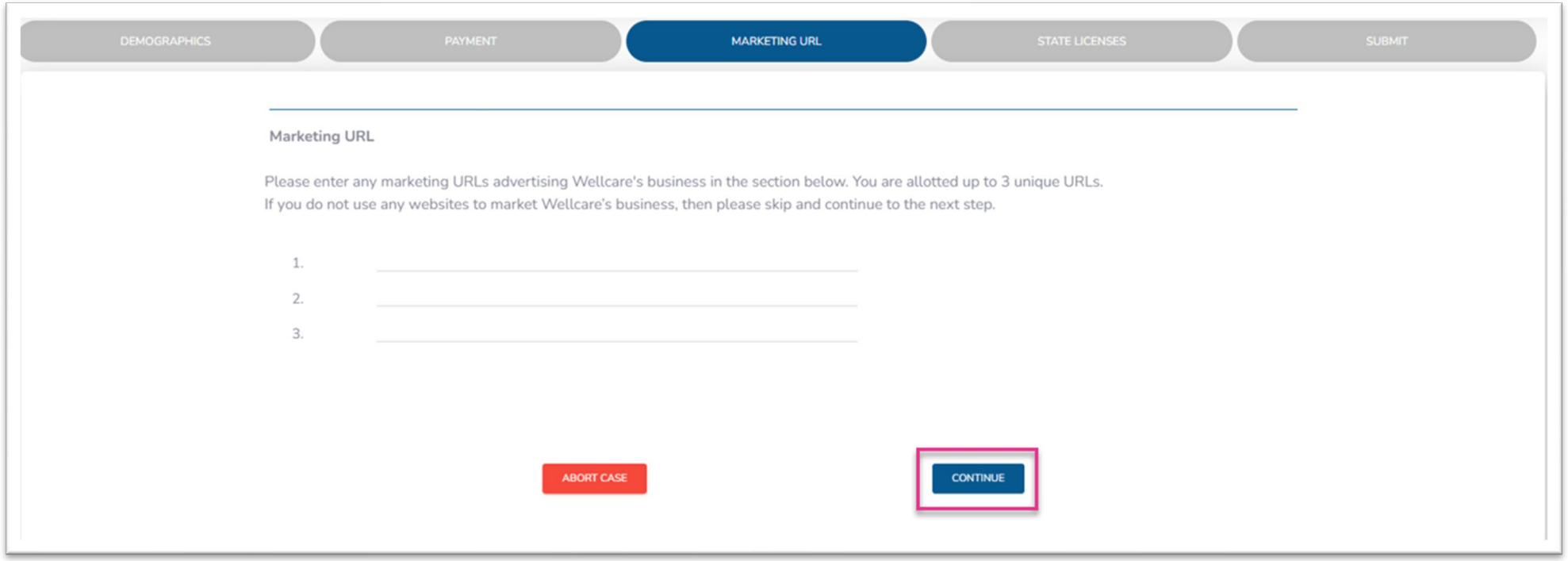
Completing Onboarding: Marketing URL

- If you are using any websites to advertise and/or market Wellcare's business, you may enter up to 3 unique URLs in this section. If not, select **Continue** to skip this step.



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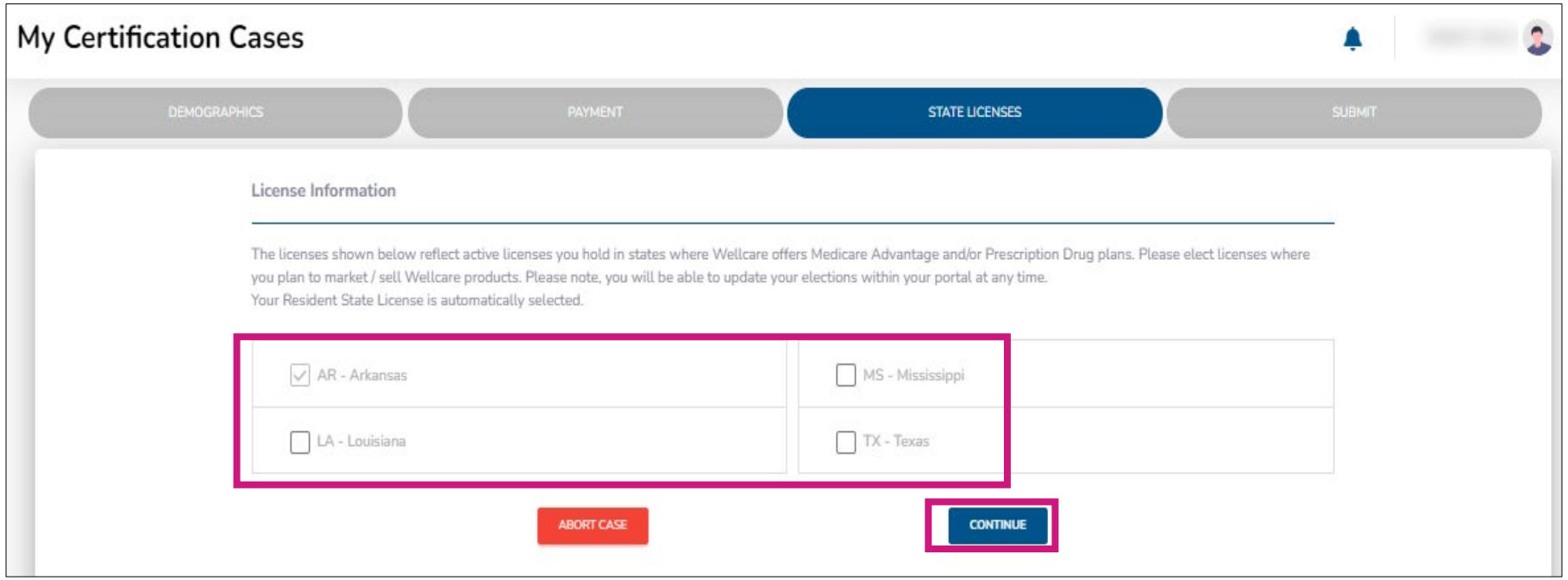
Completing Onboarding: State Licenses

1. Select the **State Licenses** tab under **My Certification Cases**
2. Your Resident State License is automatically selected for you. You can also select all licenses that you wish to market and sell Wellcare products in.
3. Once license has been reviewed, select **Continue**



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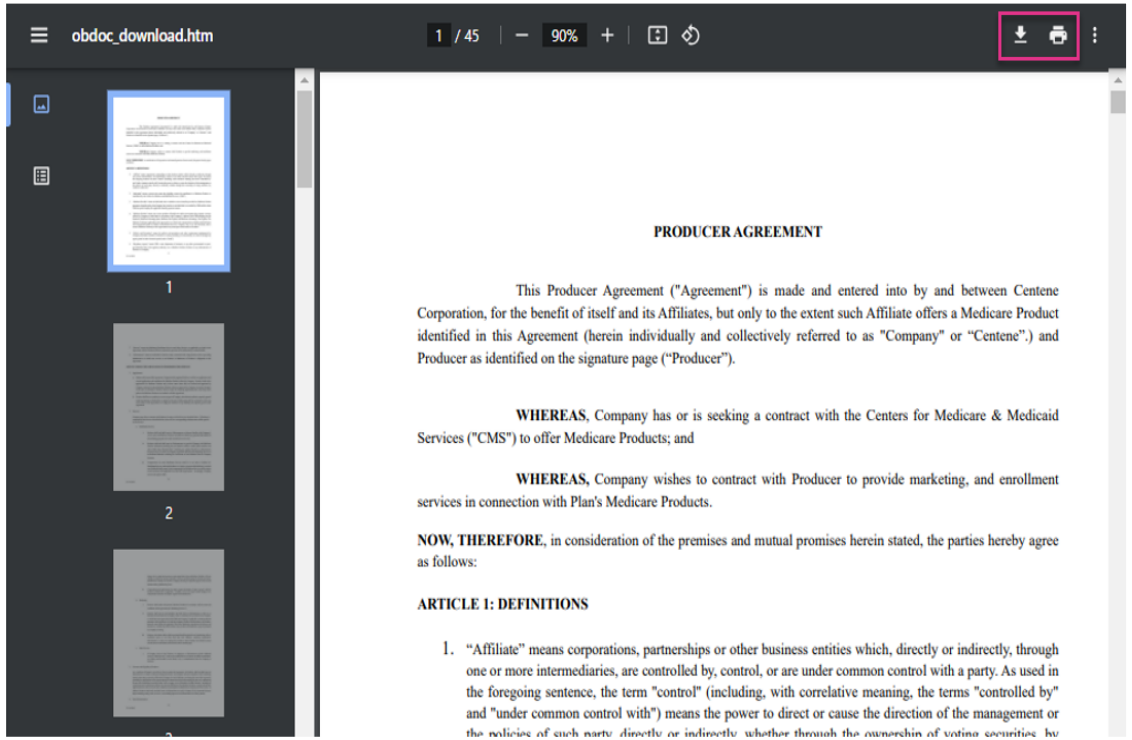
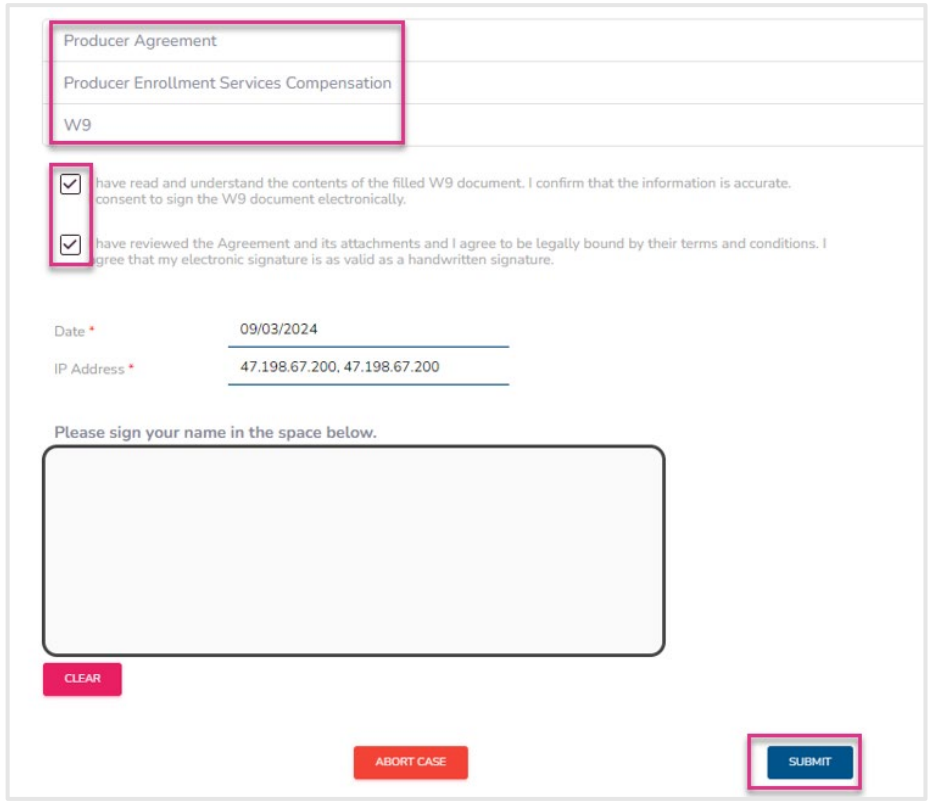
Completing Onboarding: Submit

1. Prior to submitting this onboarding case, you will be able to review the Producer Agreement, corresponding Compensation Exhibits, and W-9.



2. To submit your onboarding case, review and acknowledge the statements below. Use the open space to complete your signature, and then select **Submit**.



Onboarding Completed

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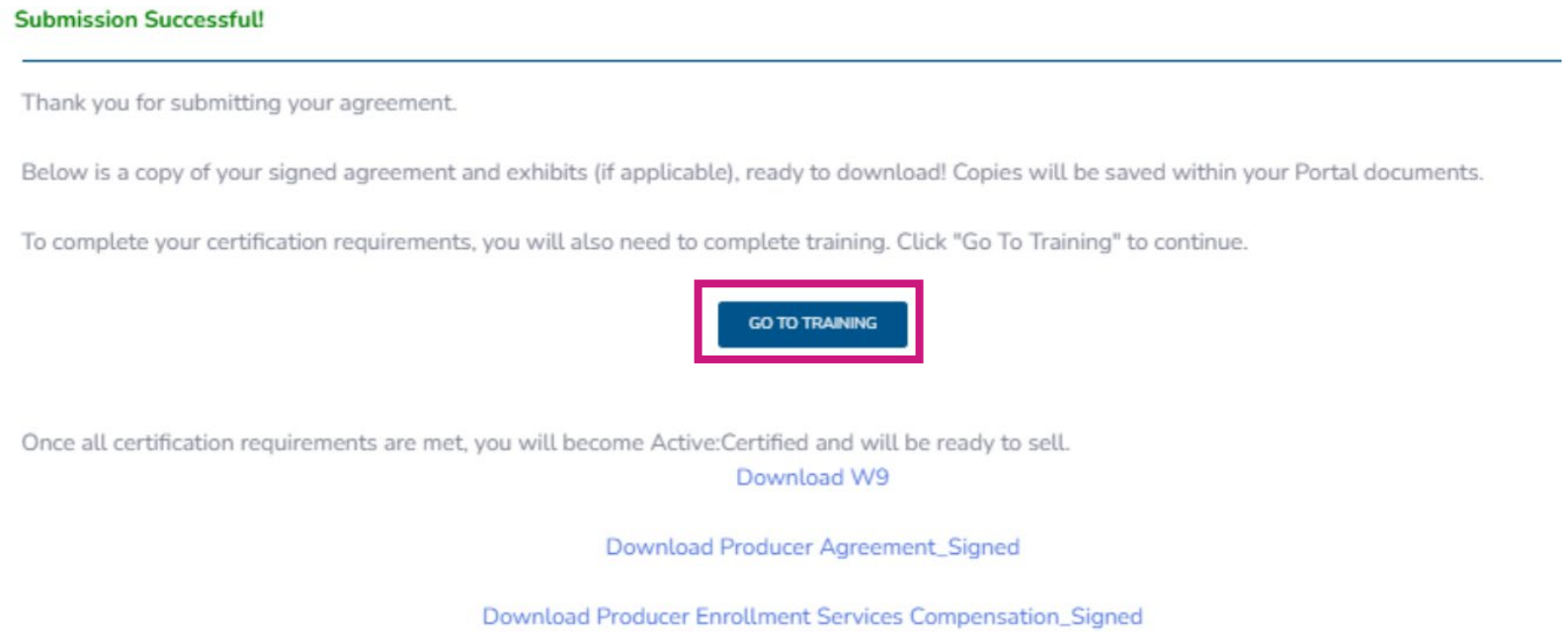
Onboarding Completed

Once you have successfully submitted your onboarding case, you will receive the following message regarding next steps. You will also be given the ability to save the signed W-9, Producer Agreement and corresponding Compensation Exhibits. Copies will be saved within your Portal documents.

Note: Certification requirements must now be met to become Active: Certified and ready to sell. Select **Go to Training** to begin required certifications.



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Sub Type Definitions

- **Downline Only:** This means you have a 1099 upline and you will receive your own commissions. After you are Active: Certified, you will have the ability to change your commission assignment to your upline, request to join a new hierarchy or become Direct to Wellcare.
- **Dual Assignment:** This means that you have a 1099 upline and your commissions are also assigned to this entity. After you are Active: Certified, you will have the ability to request to join a new hierarchy, change your commission assignment to self or become Direct to Wellcare.
- **Licensed Only Agent:** This means that you have a 1099 upline and your commissions are also assigned to this entity. If you are released from this upline, the book of business will stay with the upline.
- **Direct:** This means you are Direct to Wellcare with no upline and will receive your own commissions. After you are Active: Certified, you will have the ability to make changes to your commission assignment and request to join a new hierarchy.

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