



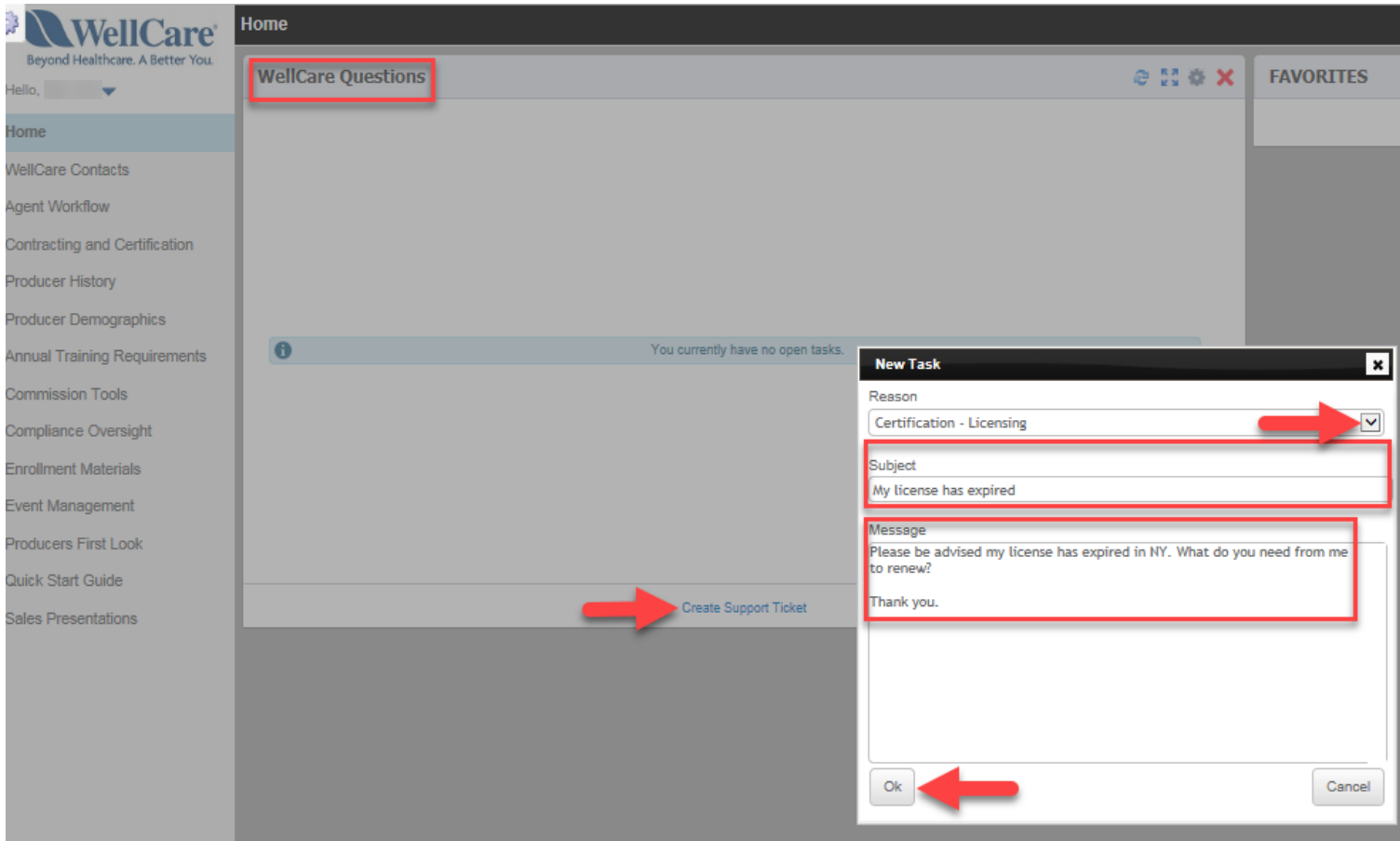
Creating Support Tickets

February 21, 2018

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Take the following steps to create a support ticket.

1. Click *Create Support Ticket* in your WellCare Questions widget
2. Once the window populates, select a topic from the reason drop down, enter a subject/message and click *OK*




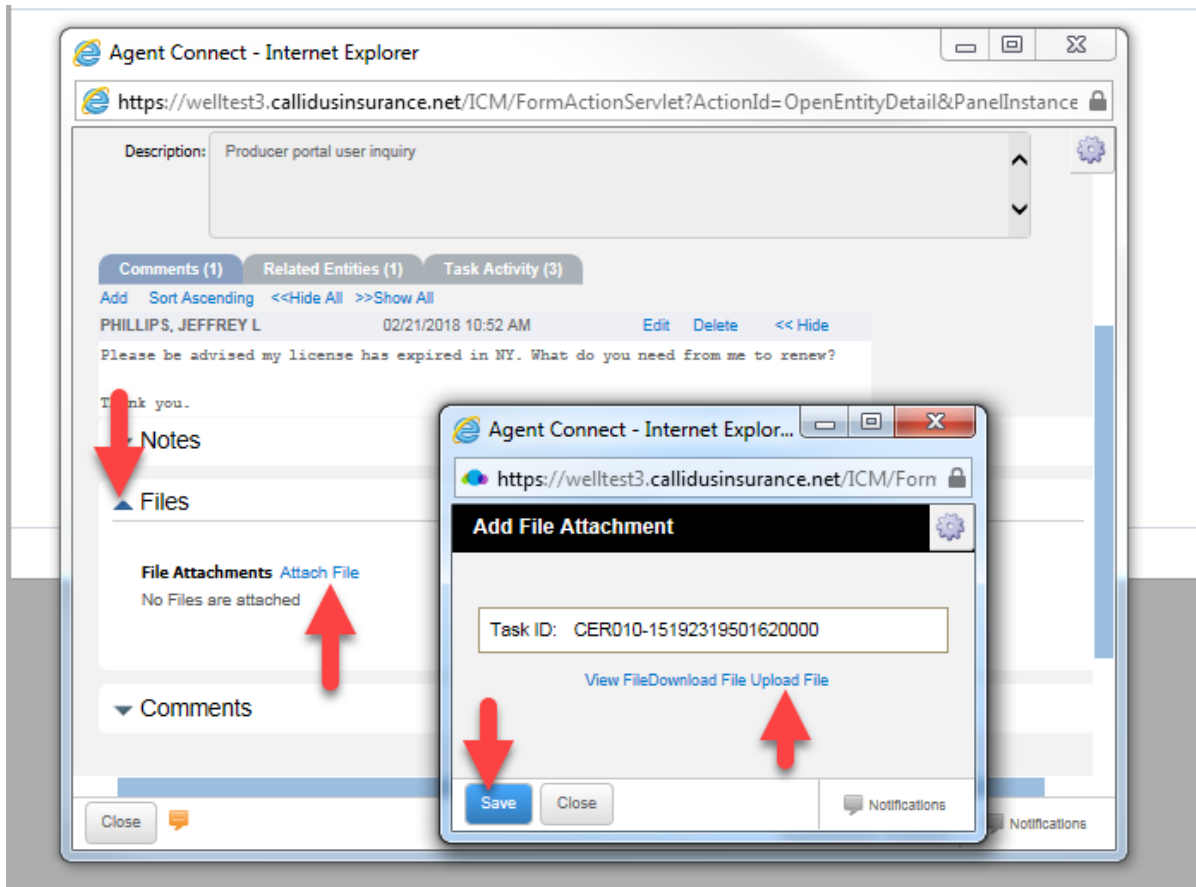
The screenshot displays the WellCare user interface. On the left is a navigation menu with various options. The main content area shows a 'WellCare Questions' widget, which is highlighted with a red box. Below this widget is a message: 'You currently have no open tasks.' At the bottom of the main area, a red arrow points to a 'Create Support Ticket' button. A 'New Task' dialog box is open in the foreground, also highlighted with a red box. The dialog box contains the following fields and content:

- Reason:** A dropdown menu with 'Certification - Licensing' selected. A red arrow points to the dropdown arrow.
- Subject:** A text field containing 'My license has expired'.
- Message:** A text area containing 'Please be advised my license has expired in NY. What do you need from me to renew?' and 'Thank you.'.
- Buttons:** 'Ok' and 'Cancel' buttons at the bottom. A red arrow points to the 'Ok' button.

Attaching files to Support Tickets

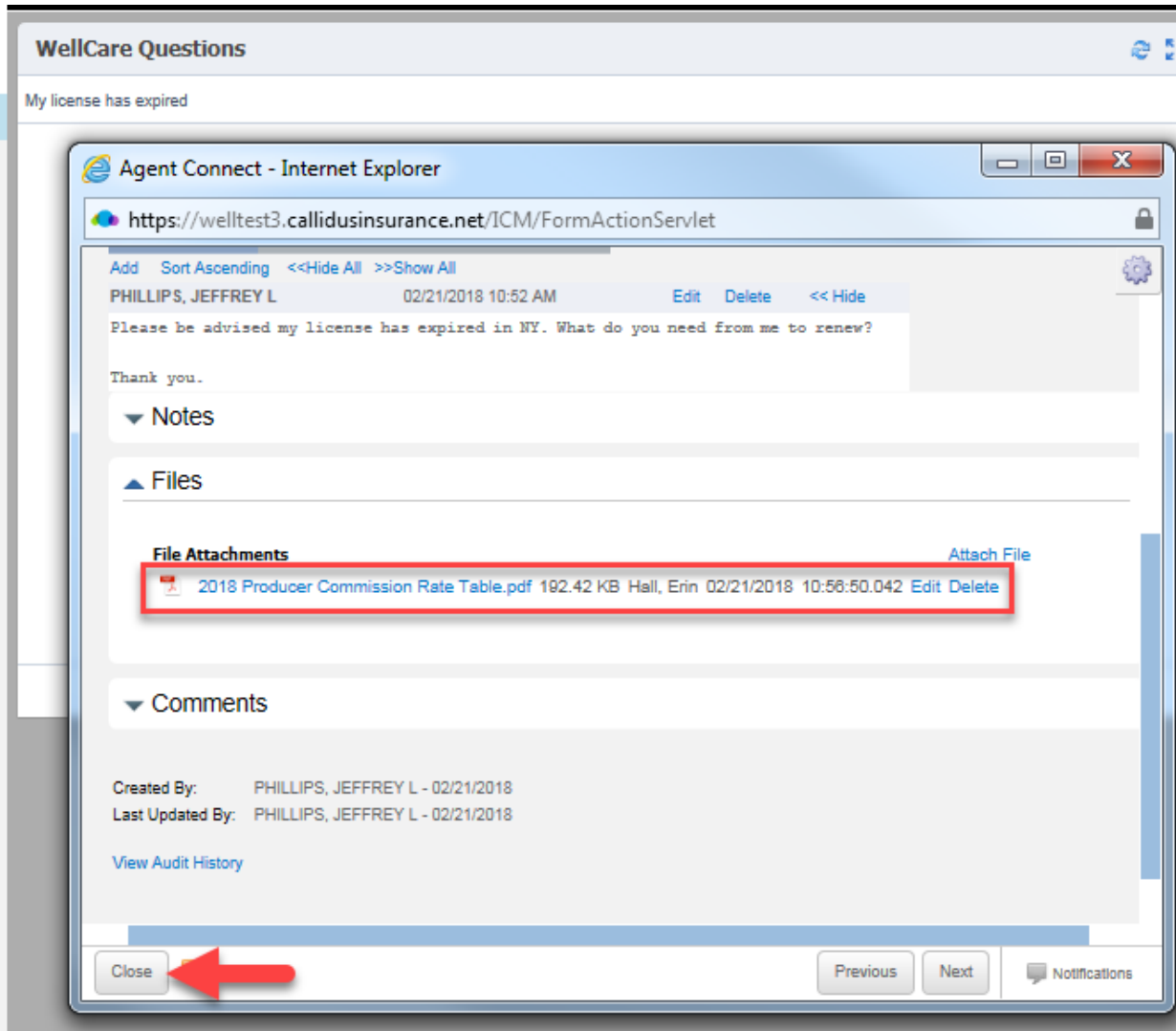
To attach a file to a ticket after submission, take the following steps.

1. Click the boxed arrow next to the subject line 
2. Once the window populates, click the *Files* drop down, click *Attach File* and click *Upload File* to browse your computer and select a file
3. Click *Save*




Attaching files to Support Tickets

The attached file will reflect under File Attachments. Click Close to return to your homepage.



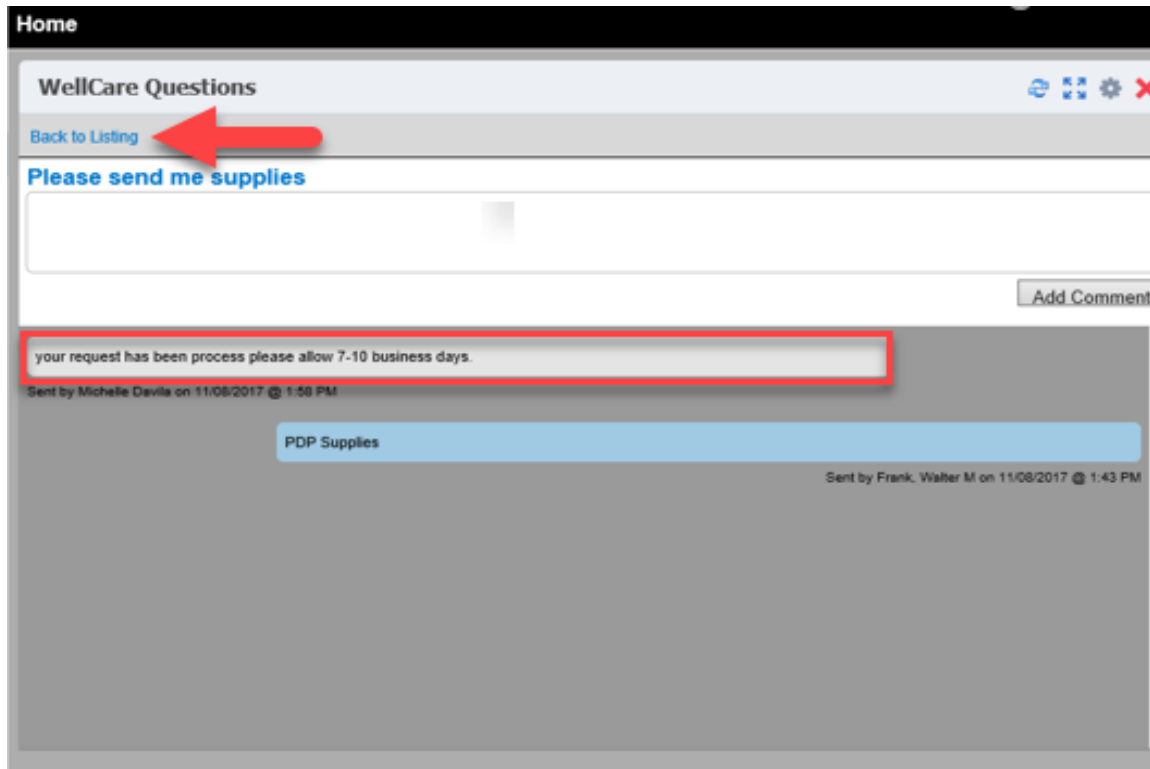
The screenshot shows a web browser window titled "Agent Connect - Internet Explorer" displaying a support ticket page. The page title is "WellCare Questions" and the subject is "My license has expired". The ticket details include the name "PHILLIPS, JEFFREY L" and the date "02/21/2018 10:52 AM". The message content reads: "Please be advised my license has expired in NY. What do you need from me to renew? Thank you." Below the message, there is a "Notes" section, a "Files" section, and a "Comments" section. In the "Files" section, a file attachment is listed: "2018 Producer Commission Rate Table.pdf" (192.42 KB) by "Hall, Erin" on "02/21/2018 10:56:50.042". The file name and its details are highlighted with a red box. At the bottom of the ticket page, there is a "Close" button, which is pointed to by a red arrow. Other buttons include "Previous", "Next", and "Notifications".

Monitoring WellCare Response

Once WellCare has responded to the ticket, the ticket subject will show in bold. Select the  to open the response.

Inquiries/comments from the producer will be highlighted in blue and responses from WellCare will be highlighted in white. If you have additional questions related to this inquiry, you can comment directly back to WellCare within the conversation thread by typing in the text box and selecting Add Comment. Please allow time for WellCare to respond.

To return to the homepage queue, click Back to Listing.



The screenshot shows a web interface titled "Home" with a "WellCare Questions" window. The window has a title bar with "WellCare Questions" and standard window controls. Below the title bar is a "Back to Listing" link with a red arrow pointing to it. The main content area shows a conversation thread. The first message is "Please send me supplies" in blue text, with a text input field below it and an "Add Comment" button. The second message is a response from WellCare: "your request has been process please allow 7-10 business days." This message is highlighted in white and enclosed in a red box. Below this response is a blue message bubble that says "PDP Supplies". The interface also shows timestamps for each message: "Sent by Michelle Devila on 11/08/2017 @ 1:58 PM" and "Sent by Frank, Walter M on 11/08/2017 @ 1:43 PM".



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