

Contacts and Resources

Sales Support		
Contact / Process	Purpose	Contact Information
Medicare Broker Support	Assistance with contracting, certification, commissions, onboarding, etc.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
Medicare Supplement (Med Supp) Support	Assistance with contracting, commissions, etc.	833-728-1298 Monday - Friday: 9 a.m. - 5 p.m., PST
Sales Leadership Contacts	Provide local market support	Go to https://www.wellcare.com/Broker-Resources/Broker-Resources for all market contacts
Applications and Enrollments		
Contact / Process	Purpose	Contact Information
Disenrollment Processing	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
Paper Application Submission	Submit paper enrollment applications	Go to https://www.wellcare.com/Broker-Resources/Application-and-Enrollment for a listing of our health plan fax numbers
Request for Information (RFI)	Assistance with resolving applications in Pending status, and request for Information on MAPD/PDP plans.	Wellcare: 866-822-1339 Centene (Allwell, Ascension Complete, Health Net): 844-202-6811 Monday - Friday: 8 a.m. - 8 p.m., EST
Special Population (SPOP) & Medicaid Eligibility	Eligibility support for Medicare and Medicaid	866-211-0544 8 a.m. – 11 p.m., EST Monday - Sunday
National Appointment Verification Line - Telephonic Scope of Appointment (SOA)	Document Telephonic Scope of Appointment for W2 and 1099 Field Agents for MAPD/PDP Plans.	877-780-3920 Monday - Sunday: 8 a.m. - 8 p.m., All Time Zones

Customer Service

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