

# Agent FAQ



## Centene & WellCare Combined Contracting

### Frequently Asked Questions FAQ

#### **I am already contracted with WellCare, do I have to complete the new combined Centene Contract?**

**Yes.** We have combined our separate contracts into one combined Centene TPME contract. This covers all Centene affiliated health plans, including Allwell, Ascension Complete, Fidelis Care, Health Net, and WellCare.

#### **What is a Third Party Marketing Entity (TPME) Contract?**

A TPME is an agreement that encompasses all types of brokers, agencies, and covered entities. The TPME is not level specific.

#### **By completing the TPME, will my level (Broker, GA, SGA, MGA, FMO, or NMO) change?**

**No,** completing the TPME will not change your current WellCare contracting level.

#### **If I own my own agency, do I need to complete another, separate combined Centene TPME for my agency?**

**No,** this agreement will cover you and an agency you own.

#### **Will the TPME include fee schedules?**

**No,** fee schedules will be communicated at a later date.

#### **Is completing the TPME required to remain *Active Certified* for 2020?**

**No,** your 2020 broker status will not change as a result of completing the combined Centene TPME. 2020 Broker status is good through September 30, 2020.

#### **Is completing the TPME required to become *Active Certified* for 2021?**

**Yes,** if you do not complete the combined Centene TPME you cannot become *Active Certified* for plan year 2021. Reminder: all requirements to become *Active Certified* for plan year 2021 must be completed before September 30, 2020, including AHIP, ACT, and the combined Centene TPME.

#### **When do I have to complete the combined Centene TPME?**

**September 30<sup>th</sup>, 2020** - Contracting must be completed before September 30, 2020. If you do not complete contracting and all certification requirements by this date your broker status will be moved to ***Suspended***.

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## **Once I have completed the combined Centene TPME, am I able to market and sell 2021 Plans?**

Contracting is only one part of the certification process. You must also complete 2021 AHIP certification and 2021 Annual Certification Training (ACT). [Click here](#) to access the Centene training site, which includes AHIP, ACT, and other training resources.

## **How do I access and complete the combined Centene TPME contract?**

[Click here](#) to access the combined Centene TPME contract via DocuSign power form.

[Click here](#) to access the Contracting Walk-Through.

## **Why is a business cell phone number required in the contracting process?**

A business cell phone number is used to activate your PURL (personalized URL), personalized marketing efforts, and we occasionally send updates via text message. (Standard text message and data rates will apply.)

## **What if I do not have a business cell phone number?**

You can use a personal cell phone number; however, this number will be used activate your PURL (personalized URL), personalized marketing efforts, and we occasionally send updates via text message. (Standard text message and data rates will apply.)

## **Are the EFT/ACH banking information fields required if I DO assign my commissions to another agent or agency?**

No, this information **IS NOT** required if you assign your commissions to another agent or agency that you do not own.

## **Are the EFT/ACH banking information fields required if I DO NOT assign my commissions to another agent or agency?**

Yes, this information **IS** required if you are paid your commissions directly or they are assigned to your own agency.

## **Can I change my current commission assignment through this process?**

No, to change your commission assignment you will need to utilize WorkFlow Agent 360.

## **Why am I providing EFT/ACH banking information?**

October 1, 2020, we will be combining broker incentive payments for future business and legacy Centene / WellCare and will move away from PaySpan. Additionally, all incentive payments will migrate to direct deposit.

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## **If I am currently receiving direct deposit for broker incentives through PaySpan, will my EFT/ACH banking information be automatically transferred to the new direct deposit method?**

No, once the change is made on October 1, 2020, the EFT/ACT banking information provided within combined Centene TPME will be used to initiate your direct deposit.

## **After October 1, 2020 will I still have access to view pay statements in PaySpan?**

Yes, agents will have access to historical data in PaySpan.

## **If I'm currently contracted with both WellCare and Centene, what commission assignment (AOC) do I use for the question: *Tell us about your current commission assignment?***

Input your current WellCare commission assignment. If you need to verify your WellCare commission assignment, this information is available in your Agent Connect portal on your home screen under Agent Information Summary.

## **If I'm currently contracted with both WellCare and Centene, with different hierarchies, which hierarchy am I completing the new TPME contract under?**

The TPME contract will be completed under your current WellCare hierarchy. If you would like to change your hierarchy, please utilize Workflow Agent 360 to make your hierarchy change request after you have complete the contracting via DocuSign.

## **What if the EFT/ACH banking information provided needs to be changed after completing contracting but before the transition is made to the combined incentive process?**

If your EFT/ACH banking information changes you will be able to make updates in Workflow Agent 360. There is no need to complete a new combined Centene TPME in order to correct or change any EFT/ACH banking information. \*\*This feature in Workflow Agent 360 will be available at a later date. You will be notified by email when it is available.

## **What happens if I complete contracting but entered an incorrect NPN or SSN?**

You will need to complete contracting again by using the contracting link. Unfortunately, an incorrect NPN or SSN will not associate with the correct profile and will prevent your contracting status from being updated. [Click here](#) for the contracting link.

## **Once I've completed contracting, when will my broker account be updated to reflect that my contracting has been completed for 2021?**

Your contracting status will be updated in our system within 2 business days. Once your contracting status is updated, you will receive an email notifying you that your contracting has been completed. If you do not receive an email after 2 business days of completing the contracting via DocuSign, please review your signed copy of the TPME to ensure your NPN and SSN was entered correctly. If there was an error in these fields, please complete a new contract with the correct information via

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DocuSign by [clicking HERE](#). If the information you have provided in the contract is correct, please contact Broker Services at 866-822-1339.

## **How can I obtain a copy of my completed combined Centene TPME?**

Once completed and submitted via DocuSign, you will receive an email including a copy of the completed TPME. Please, retain this copy for your own records.

## **How do I complete the *Agent Entity Name* field on the contract?**

If you are contracted as a broker, enter your legal name. If you are contracting with your own agency, enter the agency name.

## **If I have recently created a new agency and would like to add it. Can I add it during the contracting process?**

No, to add an agency that is currently not on file with WellCare, you will need to submit a support ticket via Agent Connect to have the agency created.

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