

Ascend 2021 Stand Alone Value Based Enrollment (VBE) Training





Ascend VBE Overview

What is VBE?

- VBE (Value Based Enrollment) is quick process to help gather health-related information to provide a smooth onboarding experience for the beneficiary. Beginning October 15th WellCare, Allwell, Ascension Complete, and Health Net will be offering up to a **\$60** administration fee for every completed electronic Health Risk Assessment (HRA) for Medicare Advantage (MA) and Dual-Eligible Special Needs (DSNP) members.
- The Ascend platform will be used to facilitate our VBE program through two methods. The VBE can be accessed directly through Ascend following the enrollment application or via a separate stand alone website for those not using Ascend.
- You may **only** start the VBE process after an enrollment application has been completed for the member.
- As a reminder, this will **replace** the REVEL process which exists on the WellCare side today. Any HRA's submitted through REVEL will not be eligible for payment.



Ascend VBE

What does it include?

- **Connect me Now:** This option will trigger an immediate phone call to the beneficiary from the health plan to complete the HRA and place their OTC (Over the Counter) order. The list available within the module is a limited list, for more information on the full OTC catalog and OTC benefit please reference the plans OTC catalog.
- **Schedule a Call:** This option will allow the broker to schedule a specific date and time for the health plan to call the beneficiary to complete an HRA and place their OTC order.
- **Agent Completed:** This option allows the broker to complete the HRA and OTC order **with** the beneficiary.
 - Health Risk Assessment: Not all plans will have the HRA option. If the page displays the HRA questions, please complete with the beneficiary.
 - OTC pre-order: This option is **only** for plans which have an **OTC benefit with CVS only**. Please verify the benefit prior to completing this form.

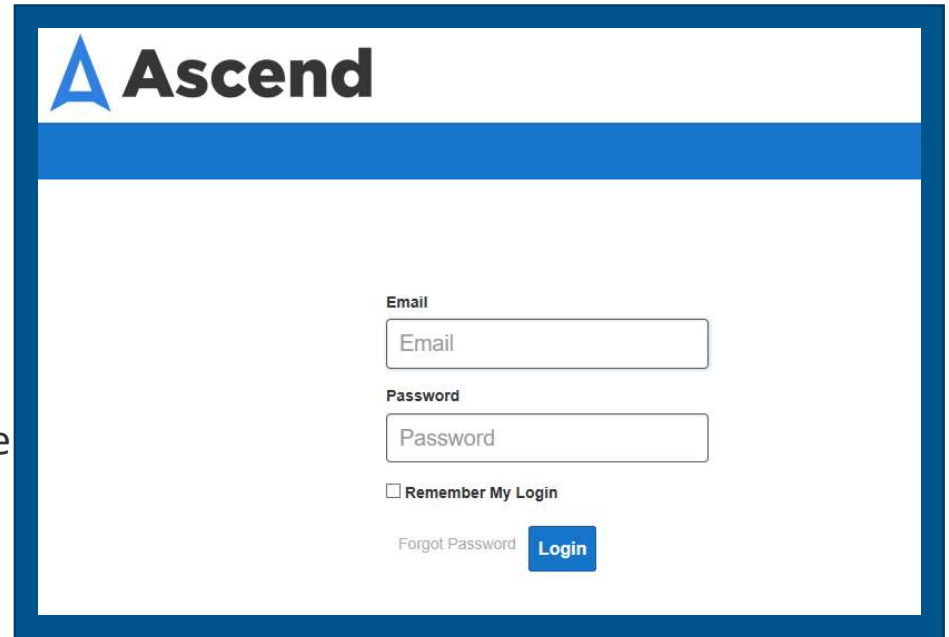
What plans are excluded?

- Fidelis and WellCare CSNP plans are excluded from HRA and OTC pre-order completion. VBE is not integrated for any Fidelis plans.
- Agent Completed HRA for Ascension Complete, Allwell/Health Net DSNP and CSNP. Connect me Now and Schedule a Call are still available.
- OTC pre-order is excluded for any plan **without** an OTC benefit or who have an OTC benefit **outside** of CVS.



Accessing the Stand Alone VBE Website

- Access the website here beginning **10/15**:
<https://wellcare.isf.io/2021/vbe/addmember>
- Login with your Ascend credentials
 - Email: This is the email you have on file with Centene/WellCare
 - Password: If you forgot your password, click Forgot Password to receive a password reset email. If you are having issues accessing, please contact Sales Support at 866-822-1339 8am – 8pm EST Monday –Friday

A screenshot of the Ascend login page. The page has a blue header with the Ascend logo (a blue triangle) and the word "Ascend" in bold black text. Below the header is a white login form. The form contains two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember My Login". At the bottom of the form, there is a link "Forgot Password" and a blue "Login" button.

Ascend

Email

Password

☐ Remember My Login

[Forgot Password](#) [Login](#)

Entering Member Details



- Once logged in you will enter all member details in the initial screen regarding the enrollment recently completed
- *Reminder: Beneficiary enrollment application must already be complete.*
- All member and plan information must match what was entered on the application, or you may not be compensated.
- Enrollment ID: This is the tracking number generated by your enrollment platform. If the enrollment was done via paper type “paper” in this field.
- *You may only complete 1 VBE per enrollment.*

Enter Member Details

Personal Information

First Name <input type="text" value="First Name"/>	Last Name <input type="text" value="Last Name"/>	Phone Number <input type="text" value="1111111111"/>
Date of Birth <input type="text" value="mm/dd/yyyy"/>	ZIP Code <input type="text" value="ZIP Code"/>	Medicare Number <input type="text" value="Medicare Number"/>

Enrollment and Plan Information

Enrollment Id <input type="text" value="Enrollmer"/>	Election Period <input type="text" value="Election Period"/>	Plan Year <input type="text" value="2020"/>	Plan Name <input type="text" value="Plan Name"/>
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Agent Information

Agency Name <input type="text" value="Agency Name"/>

Submit

Confidential and Proprietary Information

Selecting Your VBE Option

- Select from one of the following
 - **Call me Now (\$40):** This option will trigger an immediate phone call to the beneficiary from the health plan to complete the HRA and place their OTC order.
 - **Schedule a Call (\$30):** This option will allow the broker to schedule a specific date and time for the health plan to call the beneficiary to complete an HRA and place their OTC order.
 - **Agent Completed (\$60):** This option allows the broker to complete the HRA and OTC order **with** the beneficiary. *You must complete the HRA in order to receive the credit.*
 - **Decline (\$0):** This option is if the beneficiary declines to complete any VBE at this time.

The screenshot shows a blue interface for 'Value-Based Enrollment'. At the top, it says 'Start Transitioning to Your New Plan Now!' and explains that Wellness Advocates will help with the transition and schedule an Annual Wellness Visit. Below this, it asks the user to 'Select your preferred language for the call:' with radio buttons for 'English' and 'Spanish'. There are four main options listed in a vertical stack, each with a red speech bubble icon containing a dollar amount and a description:

- \$40 Call Me Now:** Have a Wellness Advocate call you now. (Icon: phone handset)
- \$30 Schedule a Call:** Set a date/time to speak with a Wellness Advocate. (Icon: calendar)
- Decline:** Decline to speak with a wellness Advocate. (Icon: X mark)
- \$60 Agent Completed:** Have your agent complete it online with you now. (Icon: document with checkmark)

Call Me Now and Schedule a Call Options



Call Me Now

Verify the phone number is correct for the beneficiary to receive a call now. You will need to disconnect the call with the beneficiary after this part is complete.

Connect Me Now

Your number

CALL

In the case your enrollee is disconnected at any time, they can dial [+1 \(855\) 798-1123](tel:+18557981123) to be directly connected to a Wellness Advocate.

\$40

Connect Me Now and Schedule a Call are available for Ascension Complete, Allwell/Health Net DSNP and CSNP. Agent Completed will not be available



Schedule a Call

Member details must be filled out entirely for completion and credit. Verify the phone number is correct for the beneficiary.

Schedule a Callback

Provide the following information and you will receive a callback:

Date

Time Zone

Select Time Zone ▼

Preferred Time to Contact

▼

Phone Number to Call

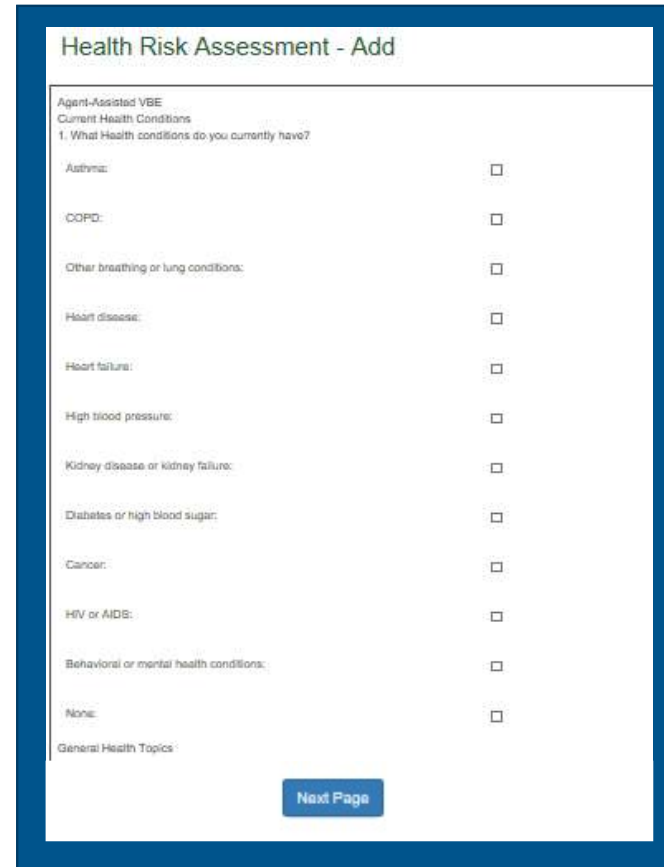
Save

\$30

Confidential and Proprietary Information

Agent Completed - HRA

- If the enrolled plan participates in agent completed HRA, read and collect answers from the beneficiary to all questions in the HRA. Once complete, click *Next Page* to move to the OTC pre-order.
- *Reminder: You must complete the HRA in order to receive the \$60 credit.*



The screenshot shows a web form titled "Health Risk Assessment - Add". Below the title, it says "Agent-Assisted VBE" and "Current Health Conditions". The main question is "1. What Health conditions do you currently have?". There is a list of health conditions with checkboxes to the right of each:

- Asthma: ☐
- COPD: ☐
- Other breathing or lung conditions: ☐
- Heart disease: ☐
- Heart failure: ☐
- High blood pressure: ☐
- Kidney disease or kidney failure: ☐
- Diabetes or high blood sugar: ☐
- Cancer: ☐
- HIV or AIDS: ☐
- Behavioral or mental health conditions: ☐
- None: ☐

Below the list, it says "General Health Topics:". At the bottom right, there is a blue button labeled "Next Page".



Agent Completed- OTC Pre-Order



- **Reminder:** This options is **only** for plans **which have an OTC benefit with CVS only**. This is a limited list. Please verify the plan benefit prior to completing this portion of VBE.
- Select your state and plan.
- Enter the quantity for a drug requesting pre-order. The max amount per drug is 9.
- You must *manually* calculate the cost of all drugs to ensure this does not exceed the benefit amount or else the order will not be placed.
- You must inform the beneficiary **this pre-order will take the place of one of their orders for the quarter/month** (depending on their benefit). If they are not comfortable with this option, then they may request to skip the pre-order option and place an order with CVS *after* their effective date.
 - For Allwell/Health Net plans, you are only allotted 1 order per benefit period. This order will take the place of the first benefit period order.
 - For WellCare plans, you are allotted 3 orders per benefit period. This order will take the place of the first order and there will be 2 remaining orders if the benefit allowance has not been exceeded within the first order.
- Click *Submit/Review* to move to the summary page.
- **VBE is NOT completed yet.** You must continue through the module until you complete all fields and reach the confirmation page.

OTC

Instructions: Agents should select the state then plan for the member's enrollment application. The benefit/OTC amount will populate for the plan. Update the quantity next to the item the member would like to order minding the OTC amount then click Save. Your order will be shipped 1-2 weeks after your effective date with the plan. If your application is not approved, you change plans or you cancel your enrollment your order will be cancelled. Your order will be mailed to the address on your application. If you wish to change or confirm your address you can call member services. If you provided an e-mail address on your application you will receive an email once your order is mailed. For more information about your OTC benefits please review your new member kit once you receive it in the mail.

Select State:

Select Plan:

ALLERGY - LORATADINE 10MG - 10 CT - \$6:

ALLERGY - ALLERGY RELIEF TABLETS - 24 CT - \$4:

ALLERGY - ALLERGY CETIRIZINE 10MG TABLETS - 14 CT:

ALLERGY - FLUTICASONE NASAL SPRAY - 0.34 OZ - \$13:

Confidential and Proprietary Information

Agent Completed - Summary

- Please **review** the *Summary* page in it's entirety **with** the beneficiary.
- If changes are needed, click *Edit Form* to make appropriate changes
- If **no** changes are needed, click **Submit**.

Summary

Please review the below responses for accuracy. If changes are needed, click Edit Form and if no changes are needed click Submit.

Agent-Assisted VBE

Asthma	true
2. In general, would you say your health is:	Very Good
3. Have you had your flu shot within the past year?	No
6. In the past year, how many times have you been to the emergency room?	Once
7. In the past year, how many times have you stayed overnight as a patient in the hospital?	Once
Feeling down, depressed or hopeless	Several days

OTC

Select State	MI
Select Plan	WellCare Premier (PPO) - \$45
ALLERGY - LORATADINE 10MG - 10 CT - \$8	1
ALLERGY - ALLERGY RELIEF TABLETS - 24 CT - \$4	2
ALLERGY - ALLERGY CETIRIZINE 10MG TABLETS - 14 CT	1

SubmitEdit Form

Agent Completed - Confirmation

- *VBE is now complete.*
- Remind the beneficiary of the following:
 - They will still receive a Welcome call.
 - OTC order will be shipped 1-2 weeks after your effective date with the plan. If your application is not approved, you change plans or you cancel your enrollment your order will be **cancelled**. Your order will be mailed to the address on your application. If you wish to change or confirm your address you can call member services. If you provided an e-mail address on your application you will receive an email once your order is mailed. For more information about your OTC benefits please review your new member kit once you receive it in the mail.

Confirmation

Congratulations. Your HRA Submission has been saved successfully.