

MeridianCare/WellCare Contracting & Certification FAQ

If I am already contracted with MeridianCare, do I have to contract with WellCare?

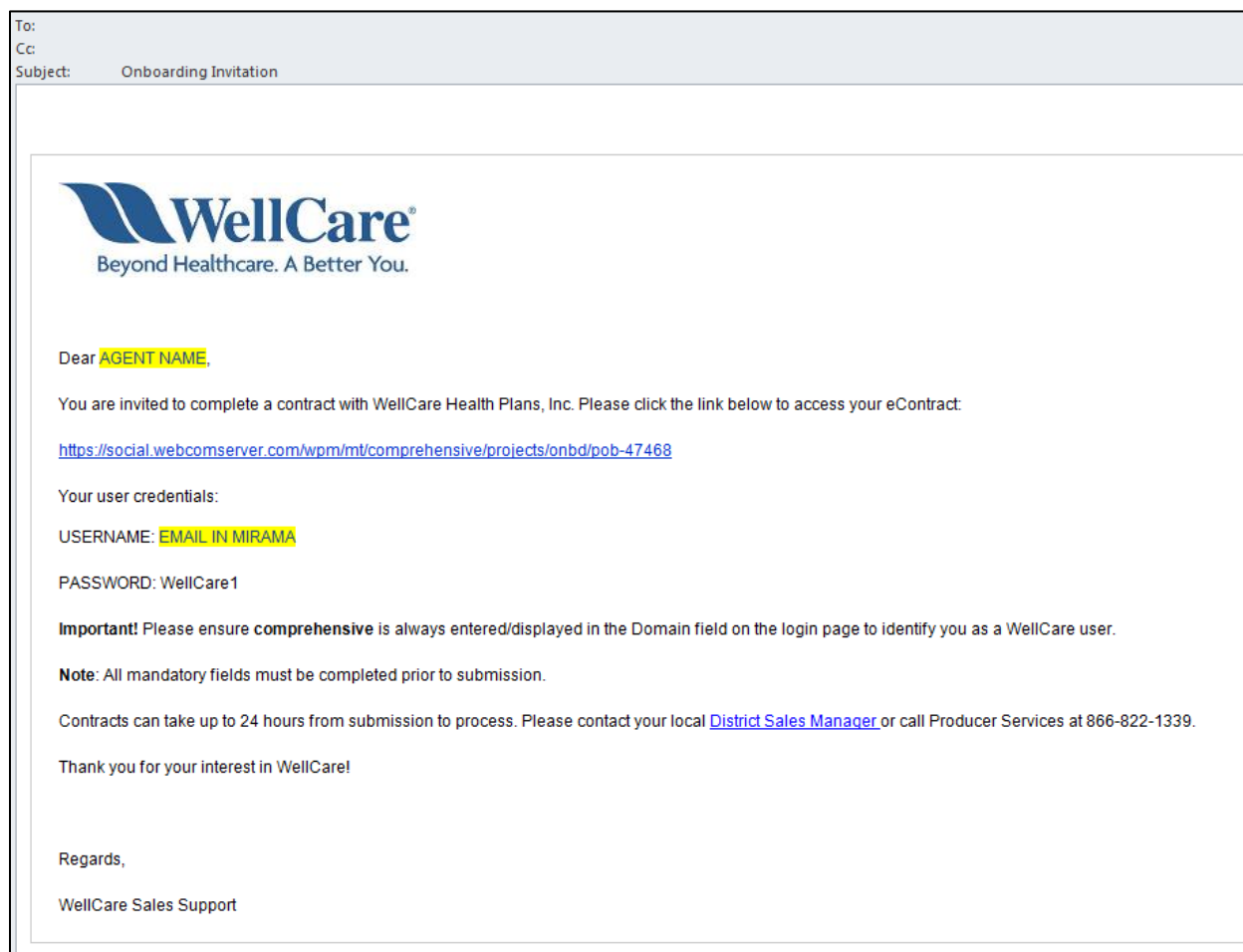
- Yes, you will need to contract with WellCare to sell MeridianCare plans for the 2020 benefit year. MeridianCare is moving to all WellCare platforms and systems for 2020.

Will my MeridianCare book of business be transferred to WellCare?

- Yes, you retain your book of business once it's transferred over for 2020, unless the member makes a plan change with a different agent during AEP. In order to be paid renewals for your BOB, you will need to complete both contracting and certification with WellCare for 2020 plans.

How do I contract with WellCare and certify for 2020 MeridianCare/WellCare Plans

1. To start contracting, use the link that was sent to your email that is on file in Miramar
 - a. The invitation email will come from WellCare@calliduscloud.com with a subject of “**Onboarding Invitation**”



- b. If you cannot find the email, use the link below and select “forgot password”.
<https://social.webcomserver.com/wpm/userHome.do?&tenantName=comprehensive>
 - c. It’s important to make sure the domain name is “**Comprehensive**”
2. Once you have completed contracting, you will receive another email with instructions on how to complete the 2020 ACT (Annual Certification Training).
- a. This can take **24-48 hours** before you receive the email. The email will come from sm_salessupport@wellcare.com with a subject of “**New Training Has Been Assigned: SM 2020 ACT 1099**”

To:
Cc:
Subject: New Training Has Been Assigned: SM 2020 ACT 1099

On Aug 14, 2019, at 8:03 AM, sm_salessupport@wellcare.com wrote:

A Training Invitation from WellCare Sales Support

You have been enrolled into 2020 Annual Certification Training (ACT), one of the annual training requirements to market/sell 2020 WellCare Plans.

What you need to know...

To access ACT, go to [WellCare University](#) using your agent credentials to take the course:

Username: **(first initial last name and last for of SSN)**

Temporary Password (first time users only): Master1

Important! *Master1* must be used for initial login - from there you will be prompted to create a permanent password. Note: passwords and security questions are case sensitive.

In addition to ACT, 2020 America’s Health Insurance Plans (AHIP) is a certification requirement that must be completed via the [AHIP](#) website:

WellCare offers a \$50 discount if completed via the WellCare/AHIP co-branded link:
<https://www.ahipmedicaretraining.com/clients/wellcare/1099>

Note: WellCare will not reimburse money paid towards training.

Transmitting completed AHIP to WellCare is easy! Simply access your AHIP homepage and click *Transmit* next to WellCare (1099).

New to WellCare? You will need to use the WellCare/AHIP co-branded link to transmit your completed AHIP to WellCare University. Via the link, login to your AHIP account and complete the steps above. NOTE: if you complete AHIP via a different access link, you still need to use the WellCare/AHIP co-branded link to transmit scores to WellCare University.

After all certification requirements are successfully completed, you will receive an email indicating you are certified to market/sell 2020 WellCare products.

Note: Responses to this email will not be replied to and agents should utilize either Agent Services call center or Agent Connect for support.

Training Sites

[WellCare University](#)

[AHIP](#)

Useful ACT Tools

[FAQ](#)

[System Requirements](#)

[Clear Browser History](#)

[Disable Pop-Up Blockers](#)

ACT Technical Support

[Find your local District Sales Manager](#)

Login to your Agent Connect portal to contact Sales Support

Connect with Us

Learn more about WellCare and follow us on Facebook, LinkedIn, Twitter, YouTube and WellCare’s Blog.

3. Complete AHIP using the provided link below for a \$50 discount. If you have already completed AHIP, the link below will allow you to transfer your AHIP to the WellCare ACT program.

<https://www.ahipmedicaretraining.com/clients/wellcare/1099>

- a. You will need your WellCare ID (ACT training ID ex: first name initial, last name and last 4 of SSN) in order to transfer your AHIP certificate to WellCare.

WellCare (1099)	
WellCare ID*	<input type="text"/>
	<small>Required Please enter your WellCare ID (example: JDoe3301)</small>

For all other WellCare Contracting questions, please contact
WellCare's Agent Services at **866-822-1339**