Ascend Enrollment Tool

Click on one of the following topics:

General (Click here to return to the beginning)

What is Ascend?

Ascend is a third party quote and enrollment platform that Centene has been using for 4 years. Centene/WellCare and others Carriers have contracted to use this platform as it provides the core functions along with a robust set of supporting capabilities such as; Lead Management, Verifications, RATE, Offline Enrollments and Blue Button integration. While the underlying functionality is similar, we each have our own version with a look and feel that best represents our brands. We are focused on ease of use and creating a single agent experience across our multiple brands.

Where do I go to download Ascend?

https://arm.ascendproject.com/

What is AMA?

AMA stands for Ascend Mobile Application. This is the mobile application, which can be used on IPad or windows devices downloaded at the link above.

When are we required to use this new program? How long will the WellCare enrollment portal be available for us to use?

Ascend is strongly encouraged at this time. The target date for the WellCare enrollment platforms to be decommissioned is 2021 AEP and you will be notified when the WellCare platforms are being removed.

Will I be automatically set up with an account?

Yes, once you become Active and Certified with WellCare/Centene your Ascend account will be active within two business days.

Agent FAQ

What do I do if my temporary password does not work or I forgot my password?
Select "Forgot Password" on the log in screen and an email will be sent to you to reset to a password of your choice.

What is my log-in and password for Ascend?
Your log-in is the email that you used when onboarding with WellCare/Centene and your temporary password is Wellcare123. You will be prompted to change your password the first time you log in. If the temporary password does not work for you, select "forgot password" and you will be able to re-set your password.

What if I am having firewall issues access the website or cannot reset my password?
Follow the normal path and click on the link within the firewall popup to enter in a ticket for access.

What plans can I compare on Ascend with the new combined WellCare and Centene site?
All legacy WellCare, Allwell, and HealthNet products for MA, PDP, and PFFS. Plans excluded are WellCare CSNPs, NY/NJ Liberty plans, EQWP and Med Supp.

If I already have a log in for Allwell (Centene) will I need another one with WellCare?
No. As long as your email is the same with both organizations, you will use the same login. If your email is different with each organization then you will need to update your emails so they match and contact the **Ascend help desk at 1-866-338-7772** to merge your accounts. Merging accounts is optional, if you wish to have separate log-ins for separate companies

If I have Ascend for another company I represent, will I be able to toggle between WellCare and the other company, or will I need to download a separate Ascend download for WellCare?
Yes. If you currently use Ascend through another plan, you will not need to download a new version. However, if you used two different email addresses when appointing for those plans then you will have two separate logins. If you wish to have one log in then you will need to update your email address in the health plan's system and contact the **Ascend help desk at 1-866-338-7772** to merge accounts.

Do I have to use all of the search functions within Ascend prior to the application, or am I able to go straight to compare plans and the application?
No, you are not required to use all search functions. You can go straight to the application if your beneficiary already knows what plan they want to enroll in. The search tools are there to help you and the beneficiary select the right plan in their area.

Will my Android device work with Ascend?
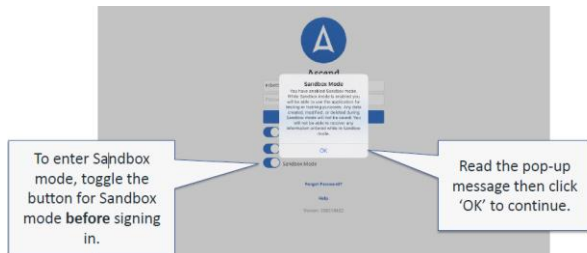No, not at this time.

Will my IPhone work with Ascend?
No. Only IPad or Windows tablet devices work for the Ascend Mobile Application (AMA).

Is there a training site I can use to practice and enter test data into Ascend prior to completing a live enrollment?

Within the App on tablet devices, there is a Sandbox mode where you can practice entering an application. Unfortunately, there is not a test mode on the web version of Ascend.

To enter Sandbox mode, toggle the button for Sandbox mode **before** signing in.

Read the pop-up message then click 'OK' to continue.

If I was a part of the RATE pilot for WellCare, will I need to download a new version of Ascend?
No.

Who do I contact if I need additional assistance with Ascend?
Please go to your Agent Connect Portal: https://wellcare.identitynow.com to view job aids and training documents or contact Agent Support at 866-822-1339 8am – 8pm EST Monday –Friday. You can also reach out to your sales leader for additional help. If you are having technical issues with Ascend you can call the Ascend help desk at 1-866-338-7772.

If my contract with WellCare is under a different FMO than AllWell, can I still use Ascend freely?
Yes.

When the application is completed, will the beneficiary be emailed a completed application?
No. Unfortunately, you will not get a copy emailed due to PHI at this time. If the agent decides to print to PDF and email, they will need to email as "secure" since the app has PHI in it.

Is the PURL my WellCare PURL, or a different one?
This will be a different PURL, since we are not decommissioning the WellCare systems until AEP. Using the Ascend PURL will allow for the "send for signature" feature that is similar to DocuSign, but using the WC PURL will not allow for that feature.

Is my Ascend PURL the same prior to 7/1 if I used the old Ascend site?
No. The PURL has changed.

![WellCare logo] Beyond Healthcare. A Better You.

How do I access my PURL within Ascend?
Login to Ascend website at https://wellcare.isf.io/agent and click "Agent Credit URL

Can I still use my WellCare PURL?
Yes. This will not be going away until AEP.

What do I do if I enter a zip code, which has multiple counties?
Select the appropriate county in which the beneficiary lives to ensure the appropriate plans show up in their area.

Will I only be able to enter the MBI or old Medicare number (HICN) into the Medicare number?
MBI only.

Am I able to search with the Social Security Number for the MBI?
No. You will not be able to search.

Is there an auto save within the application in case you lose connection?
Yes. We have an option that will save the application that will be stored on Ascend for 7 days. You may also complete an application offline, which will be submitted once connected to Wi-Fi.

Can you view the application after it has been submitted in Ascend?
No. You cannot view the full application after submission, but you can view which applications were submitted.

Why can't I see my applications submitted through Ascend prior to 7/1/2020?
To see your applications submitted via Ascend prior to 7/1, pleas utilize the old gent portal at https://cnccc.isf.io/

Will the offline feature work via Chrome or any other internet browser?
No. Offline mode only works via the mobile app feature, through IOS on your iPad or via a Windows device.

If I can't download the mobile version, or don't want to use the mobile version what are my options?

You can use the web version of Ascend. Your log-in will be the same as it would for the mobile version. The website is https://wellcare.isf.io/agent. You will still need to obtain a SOA prior to using the web app, either via the AVL line or paper. If you do not sign into the website with your credentials then you will not be the agent of record for the application.

WARNING: If the site goes idle, you MUST verify you are still logged by showing your name at the top to ensure you get credit for your enrollment.
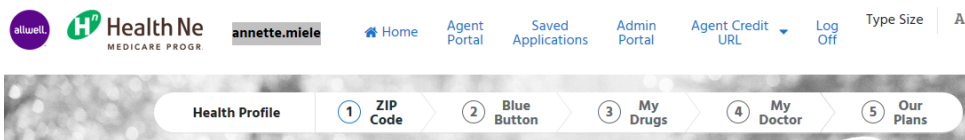
Do I need to download the most recent version of IOS and Ascend?

Yes. Whenever an update is available, you MUST download the most up to date version of Ascend and IOS to be able to see all updates made within the mobile app.

I was told a new feature was updated and live, but I cannot see if on my Ascend app. Why?

Verify you have updated your Ascend mobile app and have downloaded the most up to date IOS available.

The "Apply Now" button is missing when I am attempting to enroll someone into a plan. Why?

You are using the old Ascend site. Please access the updated site at https://wellcare.isf.io/agent

I can see all plans within my states, does that mean I am licensed for both WellCare and Centene products?

No. You must verify if you have contacted with both products prior to selling. If you sell for a product you are not contracted with, you risk not receiving payment for the enrollment.

Will the status of the application show within Ascend after submission?

This is dependent on the enrollment team and CMS. We currently have a daily feed to Ascend for status updates. Typically, this takes about 2-3 days for updates and up to 7 days.

Which states have Medicaid Verification?

Arizona, Connecticut, Florida, Georgia, Hawaii, Indiana, Kansas, Kentucky, Louisiana, Mississippi, Missouri, New Jersey, New Mexico, Nevada, New York, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Wisconsin

Provider/Pharmacy Tool (Click here to return to the beginning)

Will I be able to search specialists within Ascend beginning 7/1/2020?
No. Only PCP's are included in Ascend at this time and will show a "Primary Care Doctor" flag.

Will I be able to see which plan the provider is accepting?
Yes. You will see plans they are accepting once you click into the details of the provider.

Will the HealthNet providers display within Ascend?
No. You must follow the link to the HealthNet provider look up tool.

What if a provider does not show up in the search tool, but is in network?
The search feed for Ascend will include WellCare providers who do not show in the directory due to their directory include flag. These providers will show in Ascend, but will continue to not show in the FAP tool.

If a provider is not showing in Ascend, but is showing in another tool as accepting a specific plan, will I be able to add it to the application manually at a later time?
Yes, you can type in the provider's name and NPI into the blank fields. However there is a high chance that even if you type in the provider's name correctly the member will be auto-assigned to a provider once their application is processed. When a provider is not listed in the search function it is likely because they are not INN or contracted as a PCP. To ensure that your client does not get auto-assigned to a different provider than what is on the application you should use the search feature within Ascend and select a provider instead of typing it in manually.

Am I able to enter more than 1 pharmacy?
No.

How do I verify if the pharmacy is in network with which plan?
Please reference the pharmacy INN/OON job aid. Further enhancements will come in the near future to this look up tool.

Scope of Appointment (Click here to return to the beginning)

Where can I find my electronic Scope of Appointment?
Go to the lead screen on the left side of your mobile application and select "Create a Home Visit."
Can I print my Scope of Appointment form Ascend?
Yes.

If I am face to face with a beneficiary, is there an option to have the beneficiary complete the SOA?

Yes, you may use the SOA within Ascend, complete a paper SOA and scan in then upload to Ascend; complete an SOA via the AVL line or text/e-email within Ascend.

What if the beneficiary does not have a cell number or email to complete the electronic Scope of Appointment?

You can still complete a SOA via paper and upload it to Ascend or use the AVL line. To upload the SOA, you may take a picture of the paper scope, select the requested meeting date within Ascend, and save the image of the Scope of Appointment. It will attach to the enrollment application.

Am I able to update the Scope of Appointment with a new date if the beneficiary does not complete an enrollment at the time of SOA completion?

No. The scope of appointment would not update if an enrollment was to be completed for the beneficiary on a different date. Per compliance, another SOA would need to be completed if the beneficiary decides they want to enroll and complete an application.

If I am meeting with a beneficiary inside his/her home and they do not have access to a computer to sign the SOA at that time, do I have to complete the scope via call or do a paper scope?

You will have to complete a paper scope and scan/upload into Ascend. The beneficiary must have access to email to approve the scope via online.

Is there an option for touch-screen signature or typed signature for the SOA?

No. The SOA will be texted or emailed to the client for approval.

Will the WellCare mobile SOA still be functional?

For 7/1, yes. This may change in the future.

Are there multiple languages of the SOA?

Spanish and English are available.

RATE (Click here to return to the beginning)

**What does RATE stand for and what does it do?**

RATE stands for Remote Agent Telephonic Enrollment. RATE allows you to conduct a telephonic enrollment while recording the phone call with the beneficiary's permission.

How do I find my RATE number?

You can find your RATE number from the Ascend Mobile Application (AMA) once you log in, and go to the drop-down menu in the right hand corner. Your RATE number is displayed when you are set to "Accepting Calls."

Madison Bettegnies
Unavailable   Accepting Calls

My Number: (833) 216-1117

Available

Accepting Calls
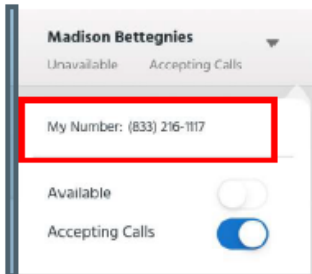
If I do not have a RATE number generated and would like to utilize RATE, how can I get this feature turned on?

Contact your District Sales Manager or contact Agent Support at 866-822-1339 8am – 8pm EST Monday –Friday.

Do recordings have to be uploaded manually for RATE?

Yes, the agent must click the upload button. You can store up to 10 recordings not uploaded to the cloud. All recordings are stored within ARM (Ascend Remote Manager).

Do I have to inform the beneficiary I plan to record a meeting if I am face to face?

Yes, there will be a disclaimer you must read to the beneficiary. If they do not agree to be recorded you may not record the meeting, but may continue with the enrollment if the beneficiary wishes to do so.

May I continue the telephonic enrollment via RATE if the beneficiary does not agree to the recording?

No. In the RATE feature, you must read the disclaimer and click agree if they accept to be recorded to move forward. Face to face situations, the recording is not necessary.

If a beneficiary attempts to contact me via RATE and while I am on a RATE call, will a voicemail be available or will the beneficiary have to call back.

No. Voicemail is not available. The line will state you are busy.

Will RATE be used while I am completing my sales presentation with the beneficiary including topics like the summary of benefits?

Once the meeting starts recording as long as you, the agent, does not exit out of the Ascend application you can use whichever tool they would like to review plan information with the beneficiary. Additionally, if the agent already completed a "sales" call with the beneficiary and the beneficiary already knows what plan they would like to enroll in, the agent does not need to review the "sales" piece on the phone. You must continue to follow the enrollment script.

Will the RATE number be integrated to work with our mobile cell phone?
No. RATE is a separate number, which can be used from an IPad or Windows device.

Is my RATE number the same for all of the companies I sell for?
No. Your rate number will be different for other carriers, but the same for AllWell, HealthNet, and WellCare.

Is the disclaimer available in multiple languages?
No, English only.

Blue Button (Click here to return to the beginning)

If I am not face to face with a beneficiary, may I still use Blue Button? What if I am using RATE via telephonic enrollment?
No. You may only utilize Blue Button if you are face to face with the beneficiary as they must sign into or create a Medicare.gov account.

If the beneficiary requests assistance with creating a MyMedicare.gov account for Blue button, can I assist or do this for the beneficiary?
No. Only the beneficiary is allowed to create their account.

Quick Quote (Click here to return to the beginning)

Can we use Ascend for a telephonic enrollment and SEND for Signature - without using RATE?
Yes. You can use the quick quote to send for signature.

Does the beneficiary have to have an email address to use Quick quote?
Yes. An email address must be available to send for signature.

How long is the verification code good for?
30 days.

VBE (Click here to return to the beginning)

Will VBE will apply to the WellCare enrollments?
There will not be any changes in payment for VBE for 7/1/2020. WCG will keep using Revel links and CNC will keep using Bloom's HRA call center.

Is VBE is done directly after completing the enrollment?
Yes. This must be done after the application is submitted, you will not be able to go back to this screen once you close out.

Why can I not select Connect me now, Schedule a Callback or Decline within the VBE screen?
You will not be able to select if you have completed a WellCare enrollment. This is only for Centene plans. WellCare plans must follow the Revel link and process.

The Revel links will be included in the links section on the left hand side of the screen in the app.

Will my payment for VBE/HRA change?
No. We will follow the same payment model for VBE for WellCare and Centene 2020 enrollments.

Leads within Ascend and SalesForce Integration (Click here to return to the beginning)

Will events where the agent is listed as host in Salesforce be displayed under seminars? Is that info going to be passed back and forth with Salesforce or just appointment/lead info?
At this time, only leads will be integrated.

Will the guest list of attended guests pass back to Salesforce as a lead attributed to that event?
No. The RSVP list for events does not pass through to Ascend.

Do I have to create a lead within Ascend before I can complete an enrollment?
Yes. You will need to create a lead before completing an enrollment. The information you place in the lead screen will flow into the application. If the lead was already created in Salesforce, then it should appear in your leads screen within Ascend.

If I create a lead in Ascend will it appear on SFDC?
No. Only leads created on SFDC will feed to Ascend, not the other way around.

Should I continue to enter my information for leads through SalesForce?
Yes.

Will the personal information from the Lead from salesforce feed into the application if I click on the link within the lead screen in Ascend?
Yes. When you click on the shortcut link it will open Ascend AQE with fields such as first Name, Last Name, Date of birth, address, city, state, and zip code.