



Ascend 2022 Integrated and Standalone Value Based Enrollment (VBE) Training



Ascend VBE Overview

What is VBE?

- VBE (Value Based Enrollment) is a 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 standalone website for those not using Ascend.
- You may **only** start the VBE process after an enrollment application has been completed for the member.

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 plan's 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.
 - OTC is **optional**. If **only** the OTC is completed, you **will not** be eligible for the administrative payment fee.
 - **NEW:** You may now complete an agent-completed HRA for Ascension Complete plans.

What plans are excluded?

- All legacy Fidelis plans are excluded from the HRA. For OTC to be available for VBE, the legacy Fidelis plan must have an OTC benefit with CVS.
- Agent Completed HRA for legacy 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.

Integrated VBE: Selecting Your VBE Option

Upon completion of your enrollment within Ascend you will 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.

Note: You may only complete **one** VBE per enrollment.

Thank you for completing your Medicare application. We will review your submission and be in touch with you soon!


You have completed your enrollment for WellCare Exclusive (HMO)

Please keep this Confirmation Number for your records: 4010228



Email Confirmation

Click here to have your confirmation number emailed to you



Print Application

Click here to print this page with your Confirmation Number

NOTE: We will not keep the email address entered on file. It will be used for the sole purpose of sending an enrollment confirmation receipt.

If you have any questions about your pending application, please call the number listed below and have your confirmation number ready.

Value-Based Enrollment


Start Transitioning to Your New Plan Now!

Wellness Advocates are standing by to help you transition to your new plan. They will schedule your Annual Wellness Visit and gather important information related to your healthcare needs.

Select your preferred language for the call:

☐ English ☒ Spanish


\$40



Call Me Now

Have a Wellness Advocate call you now.

\$30



Schedule a Call


Set a date/time to speak with a Wellness Advocate.

X

Decline

Decline to speak with a wellness Advocate.

\$60



Agent Completed

Have your agent complete it online with you now.

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

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

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, select **Next Page** to move to the OTC pre-order.

- **Reminder:** You must complete the HRA in order to receive the **\$60** credit.

VBE Questionnaire

Agent-Assisted VBE
Current Health Conditions
1. What Health conditions do you currently have?

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:

General Health Topics
2. In general, would you say your health is:

Agent Completed- OTC Pre-Order

Reminder: This option 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 maximum amount per drug is **three**.
 - 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 mail orders for the quarter/month. If they are not comfortable with this option, then they may request to skip the pre-order option, place an order with CVS **after** their effective date, or go in store to order.
 - Members are allotted **three** online orders per benefit period. This order will take the place of the first order and there will be two remaining orders if the benefit allowance has not been exceeded within the first order.
- Select **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.

Confidential and Proprietary Information

Wellcare Assist (HMO) - H1112043000 - \$125 every quarter

Wellcare Assist (HMO) - H1353007000 - \$100 every quarter

Wellcare Assist (HMO) - H1416042000 - \$200 every quarter

Wellcare Assist (HMO) - H1416068000 - \$115 every quarter

Wellcare Assist (HMO) - H1664007000 - \$125 every quarter

Wellcare Assist (HMO) - H2134004000 - \$125 every quarter

wellcare

VBE Questionnaire

[Previous Page](#)[Finish Later](#)[Confirm](#)

2022 OTC Form

Please select the state and plan from the member's enrollment application. The benefit amount will populate for the plan. Update the quantity next to the item the member would like to order, the max amount per item is 3. 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. This option is only for plans which have an OTC benefit with CVS. This is a limited list. Please verify the plan benefit prior to completing this portion of VBE

Warning: This pre-order will take the place of 1 of the members mail orders for the quarter. After the pre-order is placed, they will have 2 remaining mail orders if the benefit allowance has not been exceeded within this order. 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:

My plan does not have a CVS benefit: ☐

NOTE: If you check "My plan does not have a CVS benefit" above, you do not need to answer the OTC items below.

ALLERGY - ALLERGY CETIRIZINE 10MG TABLETS - 14 CT - \$11:	<input type="text" value="3"/>
ALLERGY - ALLERGY RELIEF TABLETS - 24 CT - \$4:	<input type="text" value="1"/>
ALLERGY - FLUTICASONE NASAL SPRAY - 0.34 OZ - \$13:	<input type="text" value="0"/>

VBE is NOT completed yet. You must continue through the module until you complete all fields and reach the confirmation page.

[Previous Page](#)[Finish Later](#)[Submit](#)



Agent Completed - Summary

Please review the Summary page in its entirety with the beneficiary.

- If changes are needed, select **Edit Form** to make appropriate changes
- If no changes are needed, click **Submit**.

Summary

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

Agent-Assisted VBE

Asthma	true
COPD	true
2. In general, would you say your health is	Very Good
6. In the past year, how many times have you been to the emergency room?	None

OTC

Select State	AL
Select Plan	WellCare Value (HMO) - H6975001000 - \$105 every quarter
ALLERGY - LORATADINE 10MG - 10 CT - \$8	1
ALLERGY - ALLERGY RELIEF TABLETS - 24 CT - \$4	2
ALLERGY - ALLERGY CETIRIZINE 10MG TABLETS - 14 CT - \$11	3

Submit

Edit Form



Agent Completed - Confirmation

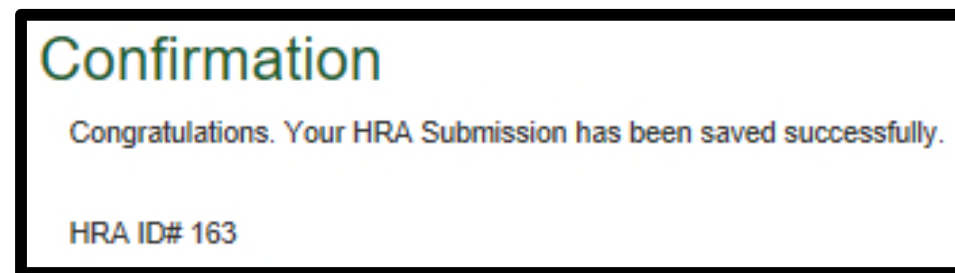
VBE is now complete.

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.



Tracking Your VBE

You can view your completed VBE within your Ascend Agent Portal under the tab **Value Based Enrollments**.

Tracking

Filter by Site:
WellCare

Enrollments

Value Based Enrollments

Quick Quotes

Vbe Search

Search for an enrollee

Select Fields

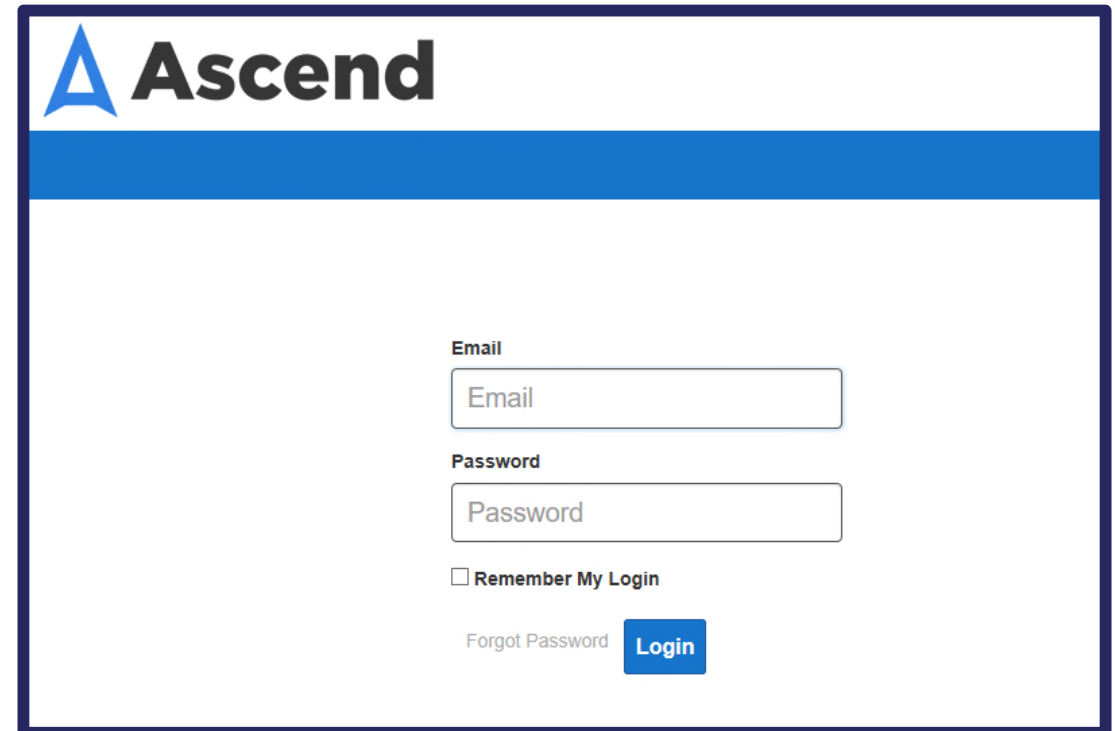
Select

Name ^	Tracking # <	HRA Last Update <	HRA Status <	AWV Last Update <	AWV Status <
AEP Madness	90	10/7/2020 8:41:41 PM	Complete	10/7/2020 8:41:41 PM	None
test test	80	10/7/2020 1:48:07 PM	Partial	10/7/2020 1:48:07 PM	None
test test	85	10/7/2020 5:33:25 PM	Complete	10/7/2020 5:33:25 PM	None
Test Test	75	10/6/2020 12:39:27 PM	Complete	10/6/2020 12:39:27 PM	None
VBE Test	109	10/8/2020 5:44:37 PM	Complete	10/8/2020 5:44:37 PM	None

Accessing the Standalone VBE Website

Purpose: It is **highly** recommended to use Ascend for all enrollment applications and continue through the integrated VBE tool, but there are instances where an enrollment may not be completed through Ascend. If this occurs, you may still complete VBE through the **Standalone VBE tool**.

- Access the 2022 website here beginning 10/15:
<https://wellcare.isf.io/2022/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, select **Forgot Password** to receive a password reset email.
 - **Note:** 2021 plans must be accessed through the 2021 VBE link:
<https://wellcare.isf.io/2021/vbe/addmember>

A screenshot of the Ascend login interface. At the top left is the Ascend logo, consisting of a blue triangle icon followed by the word "Ascend" in bold black text. Below the logo is a solid blue horizontal bar. The main content area is white and contains a login form. The form has two input fields: "Email" and "Password", each with a light gray border and placeholder text. Below the "Password" field is a checkbox labeled "Remember My Login". At the bottom of the form are two links: "Forgot Password" in gray text and a blue "Login" button with white text.

Entering Member Details

Once logged in, enter all member details in the initial screen regarding the enrollment recently completed.

- **Reminder:** The 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. For paper applications, please enter **PAPER** or the ID you receive for paper submission.

You may only complete **one** VBE per enrollment.

Enter Member Details

Personal Information

First Name

First Name

Last Name

Last Name

Phone Number

1111111111

Date of Birth

mm/dd/yyyy

ZIP Code

ZIP Code

Medicare Number

Medicare Number

Enrollment and Plan Information

Enrollment Id

Enrollmer

Election Period

Election Period

Plan Year

2021 ▼

Plan Name

Plan Name ▼

Agent Information

Agency Name

Agency Name

Submit

Selecting Your VBE Option and Tracking

- You will be able to select the same options as in the integrated VBE tool in Ascend.
- The Standalone VBE tool will follow the same steps as mentioned in the previous slides (4-9).
- You will **not** be able to track VBE completed through the Standalone VBE tool within your agent portal at this time.
- The same exclusion for Integrated VBE apply to Standalone VBE:
 - All legacy Fidelis plans are **excluded** from the HRA. For OTC, the legacy Fidelis plan must have an OTC benefit with **CVS** to be available for VBE.
 - Agent Completed HRA for legacy 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.