

# Broker Lifecycle

wellcare<sup>®</sup>



## Complete Contract

- Brokers interested in partnering with Wellcare can complete the contract [here](#).
- Brokers interested in contracting with a hierarchy level broker or agency should contact them directly to request an onboarding invitation.
- Download the **Completing an Invitation to Onboard guide (PDF)** for detailed steps on completing a contract.



## Complete Certifications

- To complete the Wellcare Annual Certification Training (ACT) and America's Health Insurance Plans (AHIP) or National Association of Benefits and Insurance Professionals (NABIP) certifications, access the **Training** menu within your Centene Workbench **Single Sign-On Portal**.
- Review our **Centene Workbench Training Center** Instructions for a helpful user guide.



## Ready to Sell

- Once you have completed all requirements, you will receive your Ready to Sell email.
- Access our **Single Sign-On Portal** and reference the **Single Sign-On User Guide** for set-up instructions. Within the **Single Sign-On Portal**, you will gain access to our broker portal, Centene Workbench, where you can submit inquiries, access your book of business, view application statuses, see commission history and statements (if applicable), make changes to your profile, and more.
- For step-by-step instructions, see our **Portal User Guide**.



## Order Materials

- Within the **Single Sign-On Portal**, you will also have access to CustomPoint.
- CustomPoint is our self-service sales material download and ordering tool. It allows you to order state and plan-specific sales and enrollment materials as needed. View the **CustomPoint Resources** page for helpful information.



## Submit New Applications

- We offer several different electronic application methods that can be used to submit an application compliantly and record credit for the enrollment to the broker of record. Visit the **Application and Enrollment** page for more details on submitting applications.



## Application is Approved

- Once you submit an application, you can track it on your Centene Workbench **Single Sign-On Portal**.
- For step-by-step instructions, see our **Portal User Guide**.



## Commissions Issued

- Once the application has been approved, commissions will be issued directly to your elected Assignment of Commissions.
- Commissions statements are available on your Centene Workbench **Single Sign-On Portal**.



## Maintain Membership

- Maintain your book of business to receive renewals for the life of the policy.
- You can access your book of business through your Centene Workbench **Single Sign-On Portal**.