Wellcare's *Commitment* to Broker and Service Excellence

Wellcare continues our journey to improve service and become the easiest partner with which you do business. While we are proud of our 2025 accomplishments to date, our commitment to service and to you continues. As we kick off AEP 2026, we vow to continue evaluating service, investing in our members and partners, and sharing information critical to your success. Some of the achievements we are most proud of involve our commitment to member service enhancements and broker support. These include:

Broker Support

- Committed to improving broker experience through **continuous training and improving our overall quality of service from our team members**.
- Dedicated to maintaining or exceeding a 90% same-call resolution rate (SCR).
- Ensuring a 93% or higher customer satisfaction rate (CSAT).
- Expanded call and ticket types to broaden service options and further improve how you work with Broker Support.

Broker Systems

- **Centene Workbench**, the one-stop source for self-service tools to help manage and grow business, features an **Applications** link to view and search applications for multiple criteria, easily identify applications needing follow-up, and upload paper applications for processing.
- To support quality improvement, retention, and effectuation initiatives, launched effectuation-based HRA administrative payments for D-SNP and C-SNP enrollments through Sunfire, Ascend, and our standalone site. HRAs can be completed up to 90 days after the application submission date.
- **Expanded** go-to-market materials and digital resources, with a one-stop shop for all electronic materials:
  - www.wellcarefirstlook.com/digital-resource-center/
  - **Broker Connect:** The source for breaking Wellcare news, member experience content, video learning journeys, quick access for needed resources and convenient connection to all of our support options.
  - **Agency Connection:** Agency Connection is designed specifically for our Agency leaders and provides them with a unique view into Wellcare agent communications, industry leading resources and tools, national partnerships, member engagement initiatives, brand messaging, and more.
- Hosting the Wellcare Brokers Forum on LinkedIn where brokers can connect with us and one another to share successes, best practices, and solutions in real time.

Member Services

- Customer service and broker support access to Solutran (changing to Lynx for 1/01/26 effectives) SSO portal to answer Wellcare Spendables® questions and improve member experience
- Enhanced member services tools giving customer service agents a wholistic view of member profile and history
- **90%** Customer Satisfaction Survey
- **78.3%** Quality Score
- **85%** First Call Resolution (up from 82%)
- **18%** volume reduction year over year in member complaints
- **42%** volume reduction year over year in customer service member complaints

Member Resources

- **Timely and accurate ID cards delivered with more information, based on member feedback, to include:**
  - Dental, Vision, and Transportation vendor information
  - QR code for direct access to Member Portal
  - Improved look and feel, with key information easier to find
- **Personalized onboarding journeys, guiding members through their first 90 days with tailored touchpoints based on plan type and needs. These journeys include:**
  - Welcome Calls
  - Enrollment confirmation emails
  - Benefit Snapshots and Renewal Guides
  - Email and text series to support supplemental benefit education
  - Multi-lingual materials to support diverse member populations: Spanish, Chinese (Simplified and Traditional), Vietnamese, Tagalog, Korean and more.
- **Enhanced Welcome Kits and Welcome Back Kits** to include more plan-specific benefit information.
- **The Wellcare Spendables® debit card** with a preloaded allowance that can be used for benefits like over-the-counter items and out-of-pocket expenses for dental, vision, and hearing services.
- **An Application Tracker** to give members and brokers real-time visibility into application status.
- **Updated member video library and webpages** to support visual learning and digital literacy.