

Wellcare



In addition to DocuSign and Connecture through AGA, you can also perform an assisted telephonic enrollment.

Telephonic SOA

1. SOA must be done using the AVL (3-way) call line²) In order to utilize the process we're about to discuss, an Appointment Verification Line (AVL) code is required.
 - a. **National 877-780-3920**
 - b. **PDP 877-297-3625**
2. The AVL code will ensure the agent is credited for the sale and remain the agent of record (AOR).
3. Calling the AVL line is simple, but does require the beneficiary to be on the line.
4. The call center agent will capture the beneficiary's agreement to, and the scope of, your appointment with them.
5. At the end of the call, you will be provided with an AVL code, which is a required piece to conduct the telephone enrollment process.
6. The AVL lines are available from 7a to Midnight Eastern Time.

Telephonic Enrollment

1. 3-way call 844-914-0020 with the client
2. Prior to calling, agent must have the following items ready:
 - a. Appointment ID# (AVL ID)
 - b. Plan Name
 - c. Plan Effective Date
 - d. Date of Birth
 - e. Special Election Period (SEP) being used on application
 - f. PCP name and PCP#
 - g. Medicare ID# (from red, white, blue card) ○ Part A Effective Date
 - h. Part B Effective Date
3. You will maintain AOR with full commission

Important Notes

- AGA will not receive a copy of the enrollment, or member data, when submitted via an assisted telephone enrollment
- No member data will be displayed in your GAIN agent portal