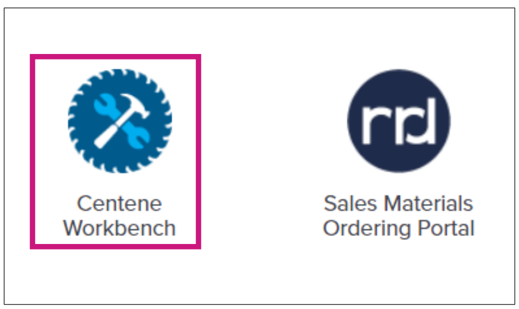
Centene Workbench – Paper Application Submission Upload Instructions

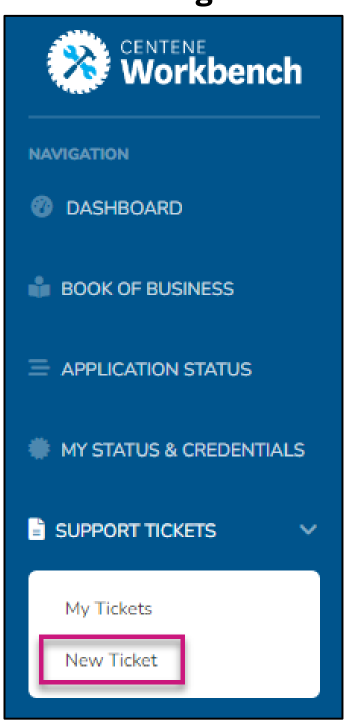
For Legacy Wellcare plans only, brokers/agents have the ability to electronically submit paper enrollment application PDF files through the ticket upload function in Centene Workbench. For a comprehensive list of Legacy Wellcare plans, see our **Legacy Wellcare Plans Reference Guide**.

1. Access your Single Sign-On portal: **https://desktop.pingone.com/cnc-workbench-brk**

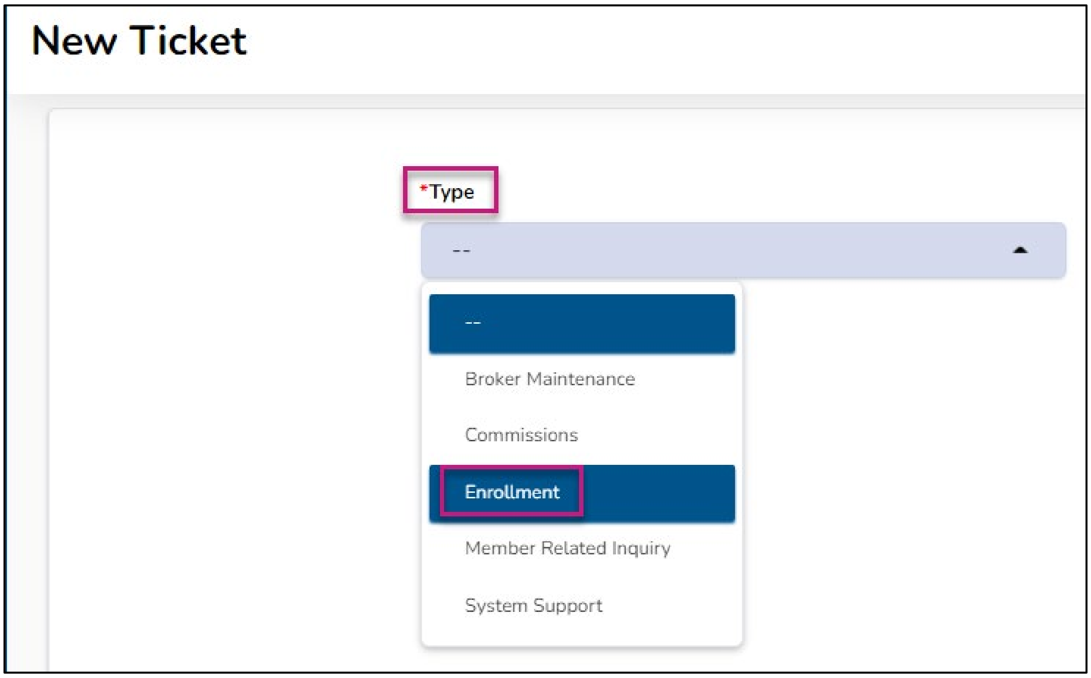
2. Select the **Centene Workbench** icon on the SSO Homepage. This will route you to the **Centene Workbench** Home Page.



3. From the **Navigation section**, select **New Ticket** from the **Support Tickets** drop-down.



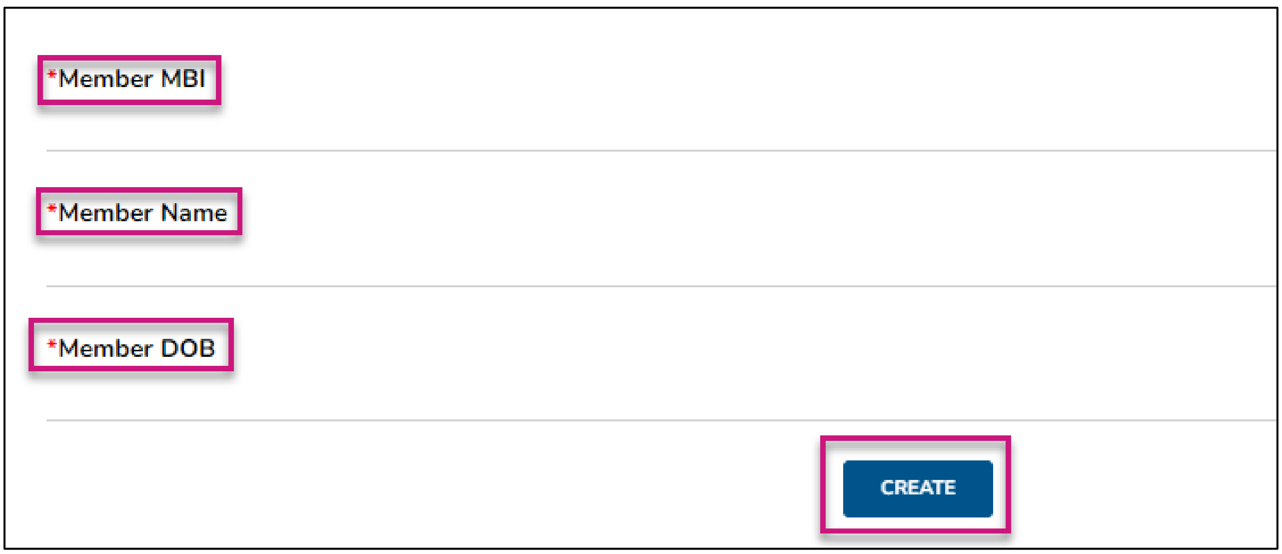
4. Select **Enrollment** from the Type drop-down.



5. Select **New Paper Enrollment Submissions** from the **Subtype** drop-down.

6. In the **Document Upload** section, select the **Browse** button to attach the scanned PDF application.

7. Once the Member MBI, Member Name, and Member DOB fields are populated, select the **Create** button



8. A notification will be sent after the ticket has been updated to a new status/worked.

NOTE: All fields marked with an * are required.