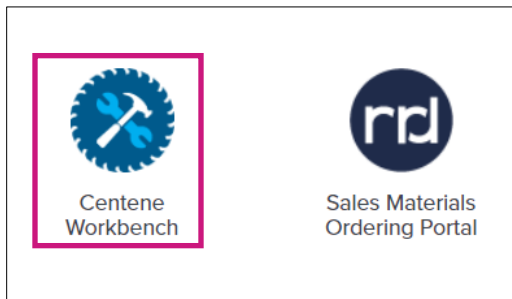


# Centene Workbench – Paper Application Submission Upload Instructions

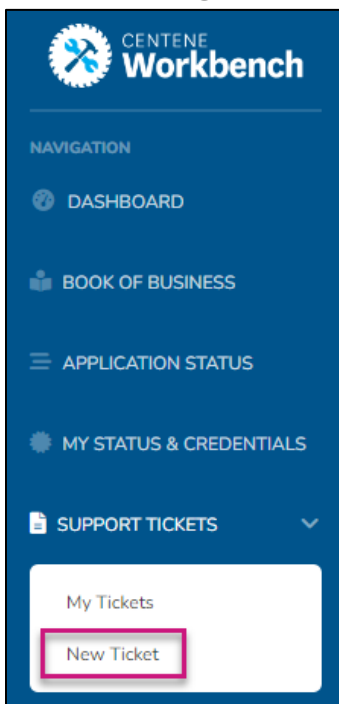
wellcare

**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.

The screenshot shows a 'New Ticket' form. A dropdown menu labeled '\*Type' is open, displaying a list of options: --, Broker Maintenance, Commissions, **Enrollment**, Member Related Inquiry, and System Support. The 'Enrollment' option is highlighted with a blue background and a red border.

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

The screenshot shows the 'New Ticket' form with two dropdown menus. The '\*Type' dropdown is set to 'ENROLLMENT'. The '\*Subtype' dropdown is open, showing options: --, **New Paper Enrollment Submissions**, RFI, and Submitted Application Inquiry. The 'New Paper Enrollment Submissions' option is highlighted with a blue background and a red border.

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

The screenshot shows a form section for document upload. At the top, there are two dropdown menus: '\*Type' with 'ENROLLMENT' selected and '\*Subtype' with 'NEW PAPER ENROLLMENT SUBMISSIONS' selected. Below these is a text input field for '\*Ticket Description'. At the bottom left, there is a label '\*Document Upload' and at the bottom right, there is a blue button labeled 'BROWSE'. Both the label and the button are highlighted with a pink rectangular box.

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

The screenshot shows a form section for member information. It contains three text input fields: '\*Member MBI', '\*Member Name', and '\*Member DOB'. Each field label is highlighted with a pink rectangular box. At the bottom right of the section, there is a blue button labeled 'CREATE', which is also highlighted with a pink rectangular box.

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.