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 2024 accomplishments to date, our commitment to service and to you continues. As we kick off AEP 2025, 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 a 90% same-call resolution rate (SCR).
- Ensuring a 95% customer satisfaction rate (CSAT).
- Introducing new call and ticket types that expand service options and further improve how you work with Broker Support.

Member Services

- Customer service and broker support access to Solutran 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
- 91% Customer Satisfaction Survey (up from 88%)
- 94% Quality Score (up from 92%)
- 82% First Call Resolution (up from 80%)
- 16% overall year-over-year reduction in member complaints
- 26% reduction in year-over-year customer service member complaints

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 a paper applications for processing.
- Immediately responded with alternate solutions to provide D-SNP eligibility verification in light of vendor industry-wide system impacts.
- 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/
- 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 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
- **Onboarding enhancements** including optimized welcome calls, welcome emails, welcome texts, conversational texting, Benefit Overviews, and PBM change information.
  - Several onboarding videos (Welcome, Member ID Card, and Annual Wellness Visit) available in top member languages: Spanish, Chinese, Chinese Taiwan, Chinese Hong Kong, Vietnamese, Tagalog, Korean, and Russian.
- **Enhanced Welcome Kits and Welcome Back Kits** to include more plan-specific benefit information.
- **The Wellcare Spendables™ debit card** with preloaded funds to purchase multiple benefits like healthy food and over-the-counter items.
- **An Application Tracker** to give members and brokers real-time visibility into application status.
- A **new** YouTube member video library.

We look forward to keeping the lines of communication open and thank you for your continued partnership.
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