

Wellcare ACT Centene Exam

Questions and Answers (Verified Answers)

1. Brokers/Agents may be investigated after being suspected of noncompliant activity reported through a

ANS Complaint Tracking Module (CTM)

Grievance

Secret Shop Finding

2. Enrollments through Ascend offer the following unique benefits

ANS Validation of important data to help prevent incorrect or missing information.

Digital capture of the broker's/agent's and beneficiary's electronic signatures through Send for Signature at any time throughout the enrollment application.

3. Which of the following statements about Scope of Appointment (SOA) is FALSE?

ANS An electronic SOA submitted in Ascend must be in a Pending status prior to beginning the appointment.

4. During an appointment, you may not discuss any products not agreed to in advance by the beneficiary. **ANS** True

5. Centene requires all contracted brokers/agents to read, understand, and agree to Centene's Business Ethics and Code of Conduct Policy.

ANS True

6. From October 1st to October 14th, which activity is not permissible by brokers/agents?

ANS Assist with completing and collecting completed applications.

7. Health Risk Assessment

learnexams

ANS All of the above

8. When a paper SOA form is used, it must be completed _____ hosting the sales presentation.

ANS Prior to

9. Failure to inform a beneficiary that a trusted provider is out-of-network or is not available in the newly selected plan can cause a sales allegation

ANS True