

Wellcare Mastery Exam

Questions and Answers (Verified Answers)

1. Once the enrollment is completed, you can save a copy of the application for your reference.

ANS False

2. Which elements are available as part of Wellcare's sales support model?

ANS All of the above.

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

ANS True

4. Communication of PHI can be

(Select all that apply.)

ANS -Written

-Electronic

-Verbal

5. Prior to completing the enrollment form, you should always confirm

the beneficiary's primary care physician (PCP) and/or specialists. **ANS**

True

6. Noting the correct enrollment period on enrollment applications helps in preventing delayed enrollment processing.

Select one

ANS True

7. A Health Risk Assessment (HRA) can be completed for C-SNP and D-SNP plans only, before the enrollment application process in Ascend through the Value Based Enrollment (VBE) portal.

ANS False

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8. Beneficiary-facing content that includes generic or plan-specific product or benefit information must be submitted for review and CMS submission, as well as acceptance or approval, prior to distribution.

ANS True

9. A broker/agent who has never had any verbal warnings cannot be issued a Corrective Action Plan.