

Wellcare Mastery Exam

Questions and Answers (Verified Answers)

1. During an appointment, you may not discuss any products not agreed to in advance by the beneficiary.

- a. True
- b. False

ANS True

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

- a. Prior to
- b. During
- c. After

ANS A. Prior to

3. Brokers/Agents can submit a support ticket online through their Centene Workbench portal.

Select one

True False

ANS True

4. Wellcare does not need to be informed of all marketing/sales events at which plans or materials will be presented or distributed (Formal & Informal).

Select one

True

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ANS False

5. Which of the following actions are you required to do when contacted regarding an allegation of noncompliant activity?

- a. Speak with the investigator as quickly as possible.
- b. Answer all questions honestly and completely.
- c. Offer information and documents important to the investigation.

d. All of the above

ANS D. All of the above

6. Key areas you as a broker/agent have control over and impact upon regarding Star Ratings for quality are

a. Member Satisfaction/Experience

b. Complaints

c. Rapid Disenrollment

d. All of the above

ANS D. All of the above

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

Select one