

2021 Michigan MAPD Plans



Agenda



- Agent Contracting & Certification
- 2021 MAPD Plans
- 2021 Vendors
- Ascend Enrollment Platform
- Ordering Materials/Custom Point
- Market Contacts
- Q & A

2021 Agent Contracting

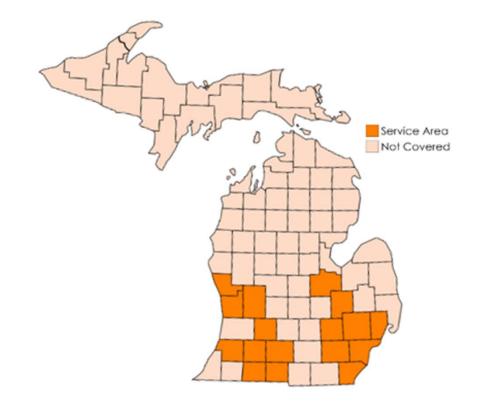


- Combined Centene Broker Contract Now Available
 - Covers all Centene affiliated health plans including Allwell, Ascension Complete, Fidelis Care, Health Net, and **WellCare**
 - Agents can access the combined Centene TPME contract via DocuSign
 - Contracting must be completed before September 30th, 2020
- Annual Certification Training (ACT) & AHIP
 - One combined 2021 ACT available through the Centene Learning Center
 - Satisfies certification requirement for all Centene products
 - Complete AHIP through our training site to access discounted pricing (\$125 vs \$175)
 - AHIP Reimbursement (up to \$125 reimbursement for Centene contracted agents who have at least 10 new MA/MAPD sales with a 1/1/21 effective date)
 - ACT & AHIP must be completed before September 30th, 2020

2021 Michigan MAPD Service Area



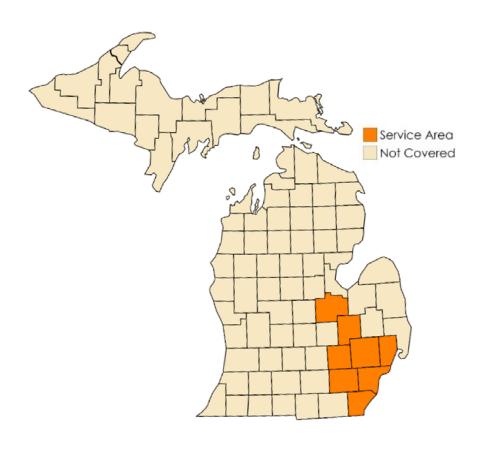
Greater Detroit	West Michigan
Genesee	Barry
Livingston	Branch
Macomb	Calhoun
Monroe	Kalamazoo
Oakland	Kent
Washtenaw	Ottawa
Wayne	St. Joseph
	Van Buren



2021 Greater Detroit Service Area



- ALL Greater Detroit Counties:
 - Essential (HMO-POS)
 - Explore (HMO-POS)
 - Elite (HMO-POS)
 - Elite Smile (HMO-POS)
 - Extra Plus D-SNP (HMO-POS)
- Genesee, Macomb, Oakland, & Wayne ONLY:
 - Exclusive (HMO)



WellCare Explore (HMO-POS)



Medical/Rx	Supplemental
HMO/POS 25%	\$2,500 Dental
\$0 Premium	\$500 Vision
\$3,450 MOOP	\$4,000 Hearing
\$0 Deductible (Medical & Rx)	\$1,500 Flex Card (Dental/Vision/Hearing)
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	\$125 Quarterly OTC
\$30 Specialist Visit	24 One-Way Medical Transportation Trips
\$250 Hospital Copay (Days 1-7)	SSBCI Unlimited Non-Medical Transportation
\$0/\$10/\$47/\$100/33% Rx	Post-Discharge & Chronic Condition Meals
	6 In-Home Support Services
	VRI Personal Emergency Response System

^{*}Pending CMS Approval

WellCare Elite Smile (HMO-POS)



Medical/Rx	Supplemental
HMO/POS 40%	\$3,500 Dental
\$14.10 Premium*	\$200 Vision
\$3,450 MOOP	\$1,000 Hearing
\$0 Deductible (Medical & Rx)	\$100 Quarterly OTC
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	24 One-Way Medical Transportation Trips
\$25 Specialist Visit	SSBCI Unlimited Non-Medical Transportation
\$200 Hospital Copay (Days 1-7)	Post-Discharge & Chronic Condition Meals
\$0/\$10/\$45/\$100/33% Rx	VRI Personal Emergency Response System

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WellCare Extra Plus D-SNP (HMO-POS)



Medical/Rx	Supplemental
HMO/POS 20%	\$4,000 Dental
\$0 Premium	\$300 Vision
\$3,450 MOOP	\$2,000 Hearing
\$0 Deductible (Medical & Rx)	\$2,500 Flex Card (Dental/Vision/Hearing)
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	\$350 Quarterly OTC
\$0 Specialist Visit	24 One-Way Medical Transportation Trips
\$0 Hospital Copay	SSBCI Unlimited Non-Medical Transportation
\$0 Tier 1	Post-Discharge & Chronic Condition Meals
LIS copay Tier 2-5	12 In-Home Support Services
	VRI Personal Emergency Response System

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WellCare Exclusive (HMO)



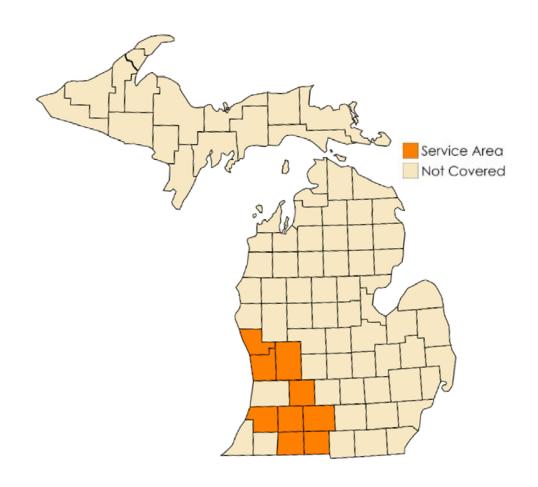
Designed for Oak Street Health Members	
In-Network Tier 1	In-Network Tier 2
\$0 Premium	\$0 Premium
\$3,450 MOOP	\$3,450 MOOP
\$0 Deductible (Medical & Rx)	\$0 Deductible (Medical & Rx)
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	\$35 PCP Visit
\$10 Specialist Visit	20% Specialist Visit
\$250 Hospital Copay (Days 1-7)	\$250 Hospital Copay (Days 1-7)
\$0/\$10/\$47/\$100/33% Rx	\$0/\$10/\$47/\$100/33% Rx
Supplementary	
\$3,000 Dental	24 One-Way Medical Transportation Trips
\$400 Vision	SSBCI Unlimited Non-Medical Transportation
\$2,000 Hearing	Post-Discharge & Chronic Condition Meals
\$1,500 Flex Card (Dental/Vision/Hearing)	6 In-Home Support Services
\$150 Quarterly OTC	VRI Personal Emergency Response System

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2021 West Michigan Service Area



- ALL West Michigan Counties:
 - Essential (HMO-POS)
 - Extra Plus D-SNP (HMO-POS)
- Barry, Branch, Calhoun,
 Kalamazoo, St. Joseph, & Van
 Buren ONLY:
 - Guardian C-SNP (HMO-POS)



WellCare Essential (HMO-POS)



Medical/Rx	Supplemental
HMO/POS 40%	\$500 Dental
\$0 Premium	\$200 Vision
\$3,450 MOOP	\$1,000 Hearing
\$0 Deductible (Medical & Rx)	\$90 Quarterly OTC
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	24 One-Way Medical Transportation Trips
\$40 Specialist Visit	Post-Discharge & Chronic Condition Meals
\$295 Hospital Copay (Days 1-7)	VRI Personal Emergency Response System
\$0/\$18/\$47/\$100/33% Rx	

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WellCare Extra Plus D-SNP (HMO-POS)



Medical/Rx	Supplemental
HMO/POS 20%	\$3,000 Dental
\$0 Premium	\$300 Vision
\$3,450 MOOP	\$2,000 Hearing
\$0 Deductible (Medical & Rx)	\$2,000 Flex Card (Dental/Vision/Hearing)
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	\$280 Quarterly OTC
\$0 Specialist Visit	24 One-Way Medical Transportation Trips
\$0 Hospital Copay	SSBCI Unlimited Non-Medical Transportation
\$0 Tier 1	Post-Discharge & Chronic Condition Meals
LIS copay Tier 2-5	6 In-Home Support Services
	VRI Personal Emergency Response System

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WellCare Guardian C-SNP (HMO-POS)



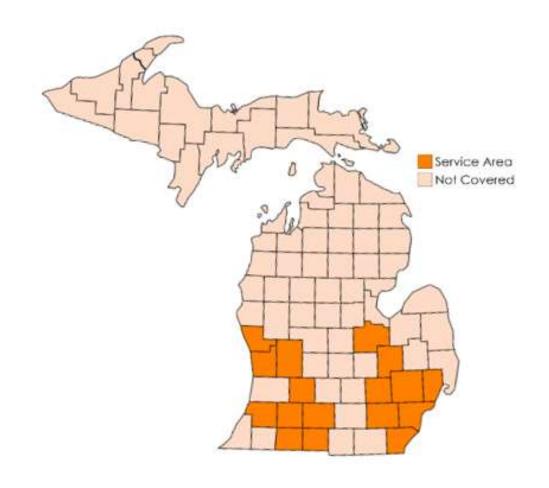
The Qualifying Chronic Health Condition for this C-SNP is Diabetes	
Medical/Rx	Supplemental
HMO/POS 40%	\$2,000 Dental
\$0 Premium	\$300 Vision
\$3,450 MOOP	\$1,000 Hearing
\$0 Deductible (Medical & Rx)	\$60 Quarterly OTC
\$0 PCP/UC/Labs/X-rays/Diabetic Supplies & Shoes	Post-Discharge & Chronic Condition Meals
\$25-40 Specialist Visit	6 In-Home Support Services
\$275 Hospital Copay (Days 1-7)	VRI Personal Emergency Response System
\$0/\$0/\$35/\$100/33% Rx	12 Routine Podiatry Visits
\$35 Tier 6	

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2021 Michigan MAPD Service Area



- ALL Service Areas in Michigan:
 - Dividend (HMO)



WellCare Dividend (HMO)



Medical/Rx	Supplemental
\$100 Part B Premium Giveback	Preventative Plus Dental
\$0 Premium	Routine Vision Exam
\$3,450 MOOP	Routine Hearing Exam
\$0 Medical Deductible	VRI Personal Emergency Response System
20% PCP & Specialist Office Visits	
\$1,500 Hospital Copay (per stay)	
\$445 Rx Deductible (Tiers 2 – 5)	
\$0 Tier 1	

^{*}Pending CMS Approval

2021 Supplemental Benefit Vendors



- Dental DentaQuest
- Vision Premier Vision
- Hearing Hear USA
- Over The Counter CVS
- Transportation Logisticare
- Meals Mom's Meals
- Fitness Membership Silver & Fit
- In-Home Support Services Maxim
- Personal Emergency Response System (PERS) VRI
- Telehealth MDLive

Ascend Enrollment Platform



- Provides one enrollment platform for all Centene plans including Allwell, Ascension Complete, Health Net, and WellCare
- Available for both MAPD and PDP plans (not available for C-SNP)
- Includes enrollment support capabilities such as:
 - Lead management
 - Eligibility verifications
 - Remote Agent Telephonic Enrollment (RATE)
 - Offline enrollments
 - Blue Button integration
 - VBE
- Available on iOS/iPad and Windows 10
- Preferred method of enrollment for 2021

2021 Agent Materials – Custom Point



- All agent materials (MAPD & PDP) will be ordered through Custom
 Point and shipped directly to the agent
- Custom Point can be accessed by logging into the WellCare Single Sign-On portal:
 - https://wellcare.identitynow.com
- Before placing an order, agents must be contracted and certified to sell 2021 products
- Agents can begin placing orders for 2021 materials on 8/26/20

WellCare Agent/Member Services



- Agent Services: 866-822-1339
 - Monday Friday, 8am 9 pm EST
 - Telephonic assistance regarding certifications, commissions, etc.
- Special Populations (SPOP): 866-211-0544
 - Monday Sunday, 8am 2am EST
 - Eligibility verifications & Provider/Pharmacy inquiries
- Appointment Verification Line (AVL): 877-780-3920
 - Monday Sunday, 7am Midnight EST
 - Telephonic Scope of Appointment (SOA)
- Member Services: 877-780-3920

Michigan Market Contacts



- Emily LaLonde, Account Executive (Medicare)
 - emily.lalonde@mhplan.com
 - Phone: 313-401-6025
- Kyle Ingraham, Account Executive (Medicare)
 - kyle.ingraham1@mhplan.com
 - Phone: 313-701-1243
- Catherine Smith, Marketing Outreach Specialist
 - Genesee, Oakland, & Saginaw
 - catherine.smith1@mhplan.com
 - Phone: 313-690-6352
- Josh Wilkinson, Marketing Outreach Specialist
 - Livingston, Monroe, & Washtenaw
 - Joshua.Wilkinson@mhplan.com
 - Phone: 313-244-8067



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