

Wellcare's *Commitment* to Broker and Service Excellence

wellcare

Wellcare strives to be your trusted partner, and we know we haven't always made it easy to do business with us. We are pleased to share that our enhancements and continued investments in service are making a difference. While we are proud of our 2022 accomplishments, the work doesn't stop there. We recognize that while these improvements are important, we know there are additional opportunities for continuous improvement. Wellcare is working cross-functionally on action plans to support improved service for our members and brokers.

As we progress through 2023, we vow to continue evaluating service, investing in our members and partners, and sharing information critical to your success.

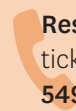
Some of the achievements we are most proud of in 2022 involve our commitment to member service enhancements and broker support. These include:

Broker Support



INCREASED staffing for additional support

90-95% overall service levels maintained during AEP



Resolved 88,275 tickets and **answered 549,884 calls** in 2022

Ticket backlog **reduced to ZERO** by mid-November



91% service level achieved by the week of 12/4 for 2-day ticket response time

Agent Systems

Real-time **Medicare and Medicaid self-service for D-SNP** eligibility verification now available on both Ascend and Sunfire

HRAs eligible for administrative payment on Ascend, Sunfire, and standalone site

NEW agent management and commissions system

Expanded go-to-market materials and digital resources; one stop shop for all electronic materials

[Access Here](#)

Member Resources

ID cards delivered without delay to include:

- ✓ Dental and Vision Vendor information
- ✓ PCP copay information
- ✓ Supplemental Benefits cards delivered prior to 1/1

New Plans-at-a-Glance electronic and hard copy document mailed to all members

INCREASED new member Welcome Call completion rate **up to 65%** of 1/1 effectives

Member Services

INCREASED Member Service agent tenure

85% of call center staff with **more than 30 days** experience



service levels at **98%**, with **90%** satisfaction scores and **97%** Quality Assurance rates



All calls answered in **under 10 seconds**

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