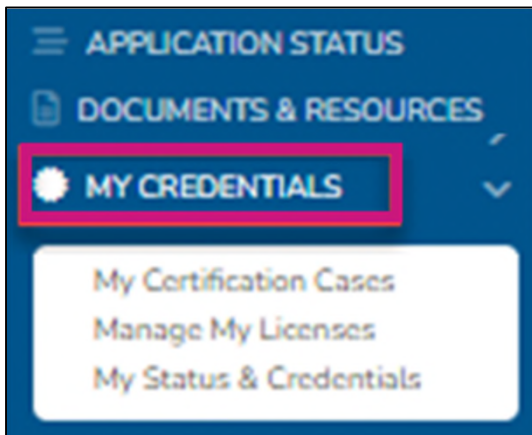# My Credentials

My Certification Cases

The My Certification Cases tab allows you to review and track your onboarding history.

- Complete any annual recertification requirements.
  - Example: Contract changes to acknowledge

Note: If onboarding was through the old broker management system, no onboarding cases will be available at this time.

My Credentials

Manage My Licenses

- Active States displays which states you are currently approved to market/sell Wellcare plans
- Available States displays additional states that are available for you to add to your profile
  - After completing selecting a state (s), select the Add Selected State button to save your changes
  - Wellcare will then process any necessary appointments based on the state rules

The licenses shown in the "Active States" section below reflect states you are currently approved to market/ sell Wellcare Medicare Advantage and/ or Prescription Drug Plans. If you would like to activate any additional state licenses, please select from the options listed in the "Available States" section. After you are finished selecting state(s), make sure to click on "Add Selected State" to save your changes.

Active States

- ☑ LA - Louisiana
- ☑ MO - Missouri
- ☑ MS - Mississippi

Available States

- ☐ AR - Arkansas
- ☐ TX - Texas

[ADD SELECTED STATES]

My Credentials

My Status & Credentials

The My Status tab displays information regarding your Resident License, current agreement with Wellcare, training requirements, and overall status.

The License Info tab provides more details regarding the state licenses you have elected to market/sell Wellcare products.

- Displays if the license is Resident or Non-Resident, the state of the license, the license number, the class and LOA name, the effective date and expiration dates, and the overall status of that license

Note: Once you have renewed a license with the State DOI, NIPR will automatically send the updated license information and it will reflect within your portal.

My Credentials

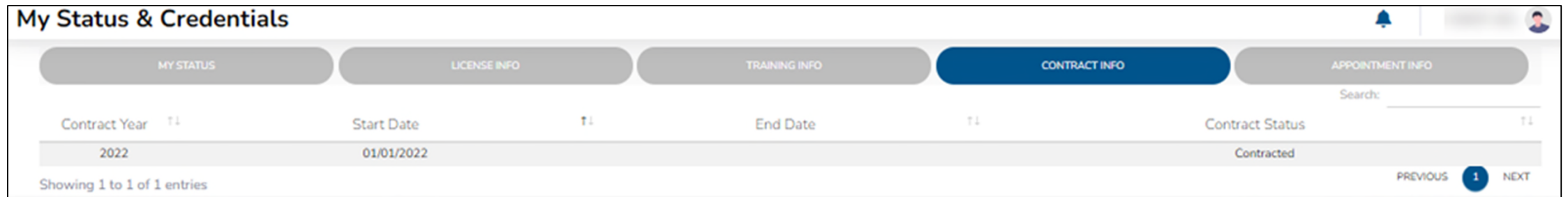## My Status & Credentials, Cont.

The Training Info tab displays AHIP and ACT history and status.

- Every year track progress through the Training Progress column.
- Training Progress Percent Breakdown:
  - 25% = AHIP Only Completed
  - 50% = AHIP + ACT Journey Completed
  - 75% = AHIP + ACT Journey & Product Completed
  - 100% = AHIP + ACT Journey & Product + ACT Exam (Passed)

My Credentials

My Status & Credentials, Cont.

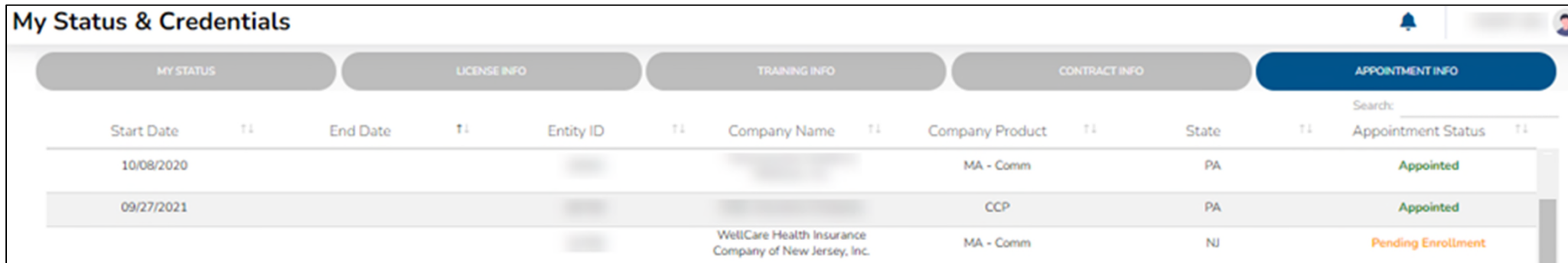The Contract Info tab provides details regarding contract status with Wellcare.

- The End Date will remain blank as long as the contract remains valid
- When there is a required contract addendum to acknowledge, a new line with the updated contract year and start date will display
    - The previous contract will be updated with an End Date

My Credentials

My Status & Credentials, Cont.

The Appointment Info tab provides details regarding Appointments with Wellcare and each state.

- Track the status of each appointment by using the Appointment Status column
  - Appointed = Appointed with Wellcare in that state.
  - Pending Enrollment = This state has a JIT (Just In Time) appointment rule. Wellcare will appoint the broker once an application is written in that state.
  - Ready for Appointment = the appointment has been added to the queue for processing.
  - None = the state is a non-appoint state, no appointment required.
  - Terminated = the appointment has been terminated with the state.

Note: Wellcare manages the appointments with each state. There is no action on your part. This tab is just for monitoring and tracking your credentials.