

Medicare Advantage Support Contacts

Agent Support

Who should **Agents** contact for **Medicare Advantage** questions and assistance?

Step	Support Type	Support Source
1 -- Online	Wellmark Medicare Advantage FAQs	Access: Producer Connection > Medicare Advantage > Tools and Resources > Agent Training
2 -- Phone	Pre-Phone Call Preparation 1. Be prepared to verify the following (if applicable): <ul style="list-style-type: none"> ○ Member Name ○ WAHP ID Number (including plan prefix) <ul style="list-style-type: none"> ▪ L5E HMO ▪ L5B IA PPO (PPO, Enhanced, Valor) ▪ L5J Avera ▪ L5I SD PPO (PPO, Enhanced, Valor) ○ Group Number: <ul style="list-style-type: none"> ▪ PPO: 15901 IA / 29503 SD ▪ Enhanced: 15902 IA / 29504 SD ▪ Valor: 15906 IA / 29507 SD ▪ HMO: 18091 ▪ Avera: 29505 2. Always accept/request a call reference number to document the inquiry.	
2A	General MA information	Contact: Agent Services Line -- 855-716-2557 <ul style="list-style-type: none"> • All licensed agents can use this line • Representatives on this line can provide general, <u>non-client specific</u>, MA support for inquiries and information, such as: <ul style="list-style-type: none"> ○ Pre-enrollment ○ Eligibility ○ Benefit questions (i.e. specific benefit provisions, cost shares, frequency of benefits, etc.)
2B	Client-specific MA Information	Contact: Client Services <ul style="list-style-type: none"> • HMO plans: 855-716-2555 • PPO plans: 855-716-2544
3	Unresolved Issues <u>after trying all other Support Resources</u>	Contact: <ul style="list-style-type: none"> • General Agency (GA), if applicable • Wellmark sales representative(s) via email, phone, etc. Always include call reference number and clearly state what is needed (i.e. member information, dates of service, question, call to action, etc.).