

# Overview of the 2015-2016 Sales Process



**Document via CMS approved methods:**

- Consent to Contact Card
- Voice Recording

**Must use WellCare Voice Recording**

**1-877-809-4975**

7 days a week  
8am to 8pm

**Verify Dual Eligibility through Special Populations Department (SPOP):**

**(866) 211-0544**

Verification# will appear in online enrollment or written application

**Required for compliant Sales Presentation**

**Materials needed:**

- In-Home Presentation
- WellCare & You: Summary of Benefits
- Provider Directory
- Rx Formulary
- Quick Start Guide

**Verification: (866) 915-7670**

- Enrollment Portal Application Verification (EPAV): provide confirmation number from OEP and complete enrollment

Please note this material is confidential and for internal use ONLY.