



Broker Support Resources

Support	Purpose	Contact Information
Broker Support	Assistance with contracting, certification, commissions, onboarding, etc.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
Request for Information (RFI)	Assistance with resolving applications in Pending status, and request for Information on CCP/PDP plans.	866-822-1339 Monday - Friday: 8 a.m. - 8 p.m., EST
Special Populations (SPOP) Medicaid Eligibility	Eligibility support for Medicare and Medicaid	866-211-0544 Monday - Friday: 8 a.m. - 8 p.m., EST Saturday - Sunday: 8 a.m. - 5 p.m., EST
Telephonic Scope of Appointment (SOA)	Document SOA via phone	CCP: 877-780-39920 PDP: 877-297-3625 Monday - Sunday: 8 a.m. - 8 p.m., All Time Zones
Paper Application Submission	Submit paper enrollment applications	CCP Fax: 866-473-9124 Mail: PO Box 31392, Tampa FL 33631-3392 PDP Fax: 866-388-1521 Mail: PO Box 31411, Tampa FL 33631-3411
Sales Leadership Contacts	Local market support	Go to https://www.wellcare.com/Broker-Resources/Broker-Resources for all market contacts