Ascend 2024 Integrated and Standalone Value Based Enrollment (VBE) Training

Introduction

This document reviews the Ascend Value Based Enrollment process. The processes covered are how to Select Your VBE Options, how to complete the Health Risk Assessment (HRA) process, tracking your VBE, and accessing the Ascend Stand Alone VBE website.

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Ascend VBE Overview

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What is VBE?

- VBE (Value Based Enrollment) is a quick process to help gather health-related information to provide a smooth onboarding experience for the beneficiary. Wellcare will complete the electronic Health Risk Assessment (HRA) for Dual-Eligible Special Needs (DSNP) and Chronic Condition Special Needs Plan (CSNP) members in Ascend.

- The Ascend platform will be used to facilitate our VBE program directly following a completed application.

- You may **only** start the VBE process after an enrollment application has been completed for the member.

Ascend VBE

Ascend VBE

What does it include?

- **Agent Completed:** This option allows the broker to complete the HRA **with** the beneficiary.
    - Health Risk Assessment: Not all plans will have the HRA option. If the page displays the HRA questions, please complete with the beneficiary.
- Decline: This option is to be used if the beneficiary does not wish to complete the HRA following enrollment.

What plans are excluded?

- Ascension Complete and PDP plans are excluded from the HRA process.

Integrated VBE: Selecting Your VBE Option

- Upon completion of your enrollment within Ascend you will select from one of the following:

  - **Agent Completed:** This option allows the broker to complete the **with** the beneficiary.

  - Decline: This option is if the beneficiary declines to complete any VBE at this time.

Note: **You may only complete 1 VBE per enrollment**

Agent Completed - HRA

- If the enrolled plan participates in agent completed HRA, read and collect answers from the beneficiary to all questions in the HRA. Once complete, select **Confirm** to move to the Summary page.

- Review the Summary page and select **Submit**.

NOTE: You must select SUBMIT to complete the VBE entirely.

VBE Questionnaire

Agent-Assisted VBE
Current Health Conditions
1. What Health conditions do you currently have?

Asthma: ☐

COPD: ☐

Other breathing or lung conditions: ☐

Heart disease: ☐

Heart failure: ☐

High blood pressure: ☐

Kidney disease or kidney failure: ☐

Diabetes or high blood sugar: ☐

Cancer: ☐

HIV or AIDS: ☐

Behavioral or mental health conditions: ☐

None: ☐

General Health Topics
2. In general, would you say your health is:

Agent Completed - Summary

- Please review the Summary page in its entirety **with** the beneficiary.

- If changes are needed, select **Edit Form** to make appropriate changes.

- If **no** changes are needed, select **Submit**.

NOTE: You must select SUBMIT to complete the VBE entirely and will receive a confirmation number as shown:

- Completed SNP HRA's will receive **$225** payment
- Completed MA/MAPD HRA's will receive **$75** payment

Summary

Please review the below responses for accuracy with the member. If changes are needed, click Edit Form and if no changes are needed click Submit.

[Submit] [Edit Form]

Agent-Assisted VBE

Asthma	Yes
COPD	Yes
Other breathing or lung conditions	No
Heart disease	No
Heart failure	No
High blood pressure	No
Kidney disease or kidney failure	No
Diabetes or high blood sugar	No
Cancer	No
HIV or AIDS	No
Behavioral or mental health conditions	No
None	No
2. In general, would you say your health is	Very Good
3. Have you had your flu shot within the past year?	Yes
4. Do you currently use tobacco?	Yes
5. Do you ever have trouble getting to and from your doctor's visits, the grocery or drug store?	Yes
6. In the past year, how many times have you been to the emergency room?	None

Confirmation

Congratulations. Your HRA Submission has been saved successfully.

HRA ID# 2181

Tracking Your VBE

You can view your completed VBE within your Ascend Agent Portal under the tab **Value Based Enrollments**.
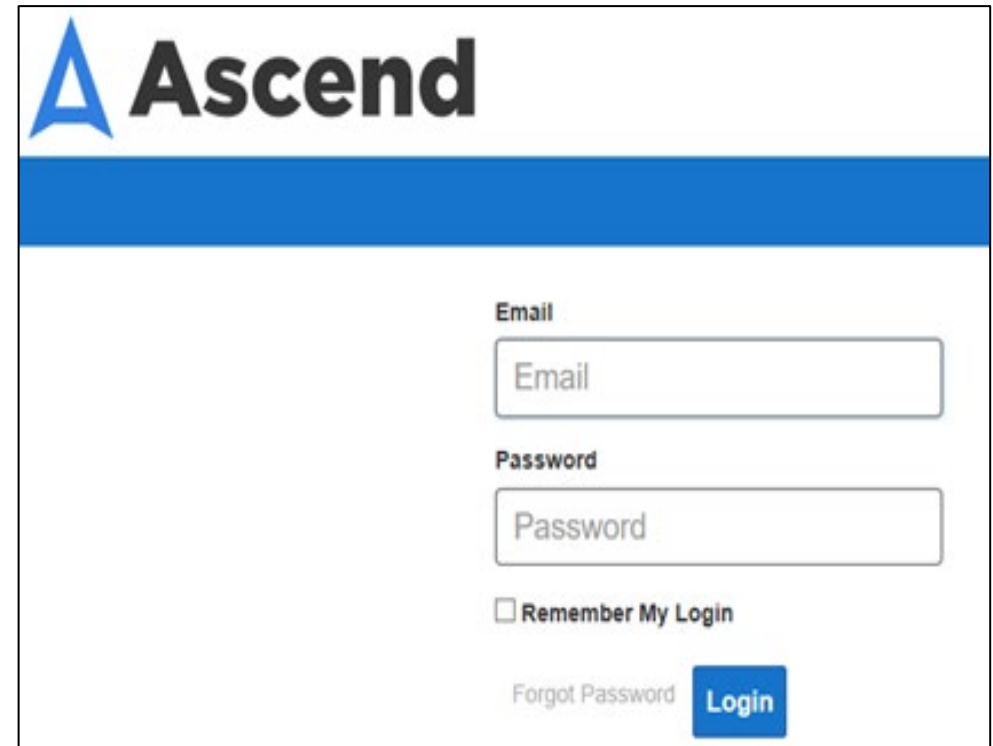
Accessing the Stand Alone VBE Website

wellcare™

Accessing the Stand Alone VBE Website

Purpose: It is highly recommended to use Ascend for all enrollment applications and continue through the integrated VBE tool, but there are instances where an enrollment may not be completed through Ascend. If this occurs, you may still complete VBE through the standalone VBE tool.

- Access the 2024 website beginning **10/1/23**: **https://wellcare.isf.io/2024/vbe/addmember** Access the **2023** website: **https://wellcare.isf.io/2023/vbe/addmember**

- Login with your Ascend credentials:
  - **Email:** This is the email you have on file with Centene/WellCare.
  - **Password:** If you forgot your password, select **Forgot Password** to receive a password reset email.

Entering Member Details

- Once logged in you will enter all member details in the initial screen regarding the enrollment recently completed.

  - **Reminder:** Beneficiary enrollment application must already be complete.

- All member and plan information must match what was entered on the application, or you may not be compensated.

  - Enrollment ID: This is the tracking number generated by your enrollment platform. For paper applications please type *PAPER* or the ID you receive for paper submission.

Note: You may only complete 1 VBE per enrollment.

Enter Member Details

Personal Information

First Name
[First Name]

Last Name
[Last Name]

Phone Number
[1111111111]

Date of Birth
[mm/dd/yyyy]

ZIP Code
[ZIP Code]

Medicare Number
[Medicare Number]

Enrollment and Plan Information

Enrollment Id
[Enrollment]

Election Period
[Election Period]

Plan Year
[2023 ▼]

Plan Name
[Plan Name ▼]

Agent Information

Agency Name
[Agency Name]

Agent NPN
[Agent NPN]

Date of Application
[mm/dd/yyyy]

[Submit]

Selecting Your VBE Option and Tracking

- You will be able to select the same options as in the integrated VBE tool in Ascend.

- The Standalone VBE tool will follow the same steps as mentioned in the previous slides (8-14).

- You will **not** be able to track VBE completed through the standalone VBE tool within your agent portal at this time.

- The same exclusion for Integrated VBE apply to Standalone VBE:
  - Ascension Complete and PDP plans are excluded from the HRA process.