

Agent FAQ:

Health Risk Assessment (HRA) Incentive



For the 2020 Annual Enrollment Period (AEP) and moving forward, we are excited to announce that WellCare will be offering **\$50** for our 1099 partners for Health Risk Assessments (HRA) submitted via the online HRA portal, Revel. WellCare will pay \$50 for every completed electronic HRA for our enrolled **Medicare Advantage (MA) and Dual-Eligible Special Needs (DSNP)** members. Payment will be made 30 days after the member's effective date, beginning with November effectives.

We appreciate your partnership and look forward to a successful AEP season.

2020 Health Risk Assessment Frequently Asked Questions (FAQs):

What is a Health Risk Assessment (HRA)?

The Health Risk Assessment (HRA) is a tool that helps WellCare assess a member's needs by asking a series of health-related questions. HRAs also help identify members that may need additional assistance managing their care. HRA completion rates impact our STARs scores.

Why should I help members submit an HRA?

As an agent, you are often the first interaction the member has with WellCare. Completing the HRA with the member is the first step in ensuring we are engaging our members with the services they need.

What Medicare plan types are eligible for the HRA incentive?

HRAs completed for WellCare **MA and DSNP members** are eligible for the incentive.

When should an HRA be completed?

The HRA should be completed after the member's enrollment application has been completed/signed. To receive payment for an eligible HRA, it must be completed within two calendar days of the member's enrollment application signature date. Please all ensure all fields are entered correctly, **the member's Medicare Beneficiary ID (MBI) is required to receive payment.**

How long does it take to complete an HRA?

The average completion time of the HRA is three to five minutes.

Does any information get pulled into the HRA?

No, there is no previous information that will appear on the HRA. Please make sure that all information and fields are entered into the HRA correctly, including the MBI in order to receive payment.

How frequently will HRA payments process?

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Payments will be processed monthly. Payment will be made within 30 days after the member's effective date.

I haven't received payment for an HRA I have completed, what should I do?

The HRA payment will be processed monthly. For example, an HRA completed for a February 1st effective will be paid on the commission statement received on the Friday closest to the 15th of the month. If the payment is not listed on your coinciding commission statement, please contact Agent Support at **1-866-822-1339**.

How will the HRA payment appear on my commission's statement?

The HRA payment will appear as a manual adjustment. The notes field will indicate the payment is for a completed HRA with the enrolled member's name.

Are HRA payments reported the same way as commission (as revenue)?

Yes, payments for completed HRAs are considered revenue and are reported on the 1099 the year they were paid.

How do I complete an HRA?

WellCare 1099 partners can complete and receive credit for an HRA via Revel, our approved vendor for administering HRAs. In Revel Connect, the Amplify Agents tool provides you with the ability to add a new enrollee and complete the HRA during the enrollment application process.

When will I have access to Revel Connect?

All agents will have access to Revel Connect beginning October 15. You will receive onboarding instructions to access Revel Connect Amplify Agents prior to October 15.

What should I do if I can't log on to Revel Connect?

If you are experiencing issues registering, please contact WellCare Agent Support at **1-866-822-1339**.

What web browser do I need to use to access Revel Connect?

Apple Safari and Google Chrome are the web browsers that are currently supported. Please ensure that one of these is set as your default browser on your device.

Do I need to keep my browser session open when I go to log into Revel Connect?

Yes, we recommend opening a new browser prior to checking your email for the verification link. This process keeps your Revel request open for authentication.

If you have any questions on the HRA incentive or information shared in this FAQ, please contact your local District Sales Manager or Agent Support at **1-866-822-1339**.