

A person is climbing a rock wall. The image is overlaid with a teal semi-transparent rectangle. The person is wearing a dark tank top and a climbing harness. They are reaching up with their right arm to grab a hold. The rock wall is light-colored with various climbing holds.

REVEL CONNECT AMPLIFY AGENTS

WellCare Agent Onboarding & User Guide



TRAINING TOPICS

Step-by-Step Instructions For WellCare Brokers



OVERVIEW

Learn about Revel Amplify Agents and supported devices.



SIGNING IN

Easy-to-follow instructions to sign in to Revel Connect and access Amplify Agents



COMPLETING HEALTH ASSESSMENTS

How to start a new HRA, enter enrollee's information, and complete an HRA

OVERVIEW



OVERVIEW: TECHNICAL UPGRADES

What You Can Expect:

- An upgraded, seamless experience
- Better member information validation
- Complete HRAs on your mobile device
- Complete HRAs faster and easier
- New URL: <https://connect.revel-health.com/wchra>



OVERVIEW: TECHNICAL REQUIREMENTS

Tips for Software:

Please use the most current version of commercially supported software.

- For iOS, must use version 12.0 or higher
- For Android, must use 8.1 or higher using Chrome
- Disable pop-up blockers for: revel-health.com



OVERVIEW: TECHNICAL REQUIREMENTS

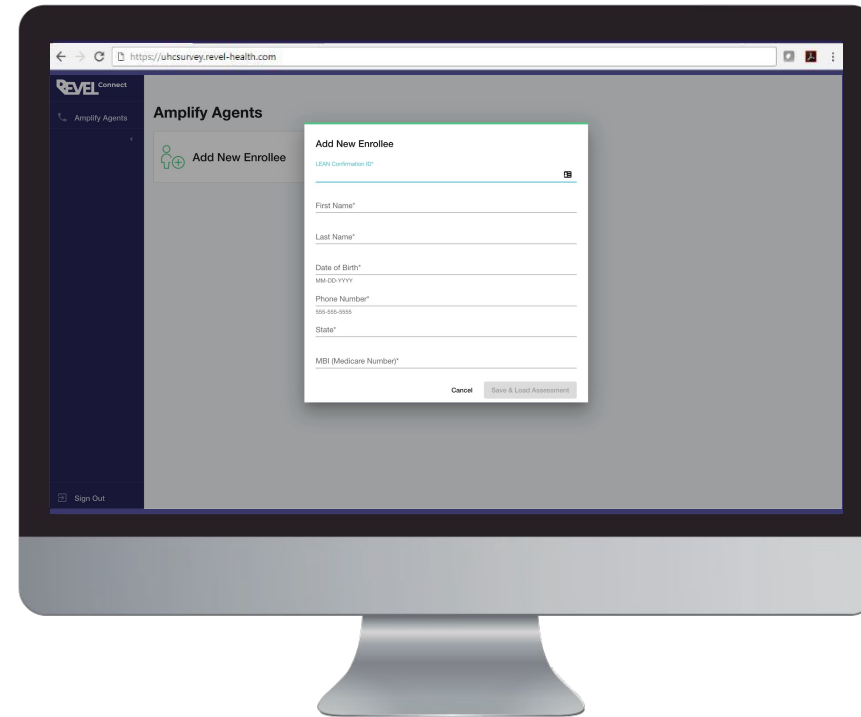
Supported Browsers

Preferred Browsers For Best Performance:

- ✓ Google Chrome
- ✓ Safari

Other Browsers (these will work but we recommend the above):

Internet Explorer
Edge



SIGNING IN TO REVEL CONNECT

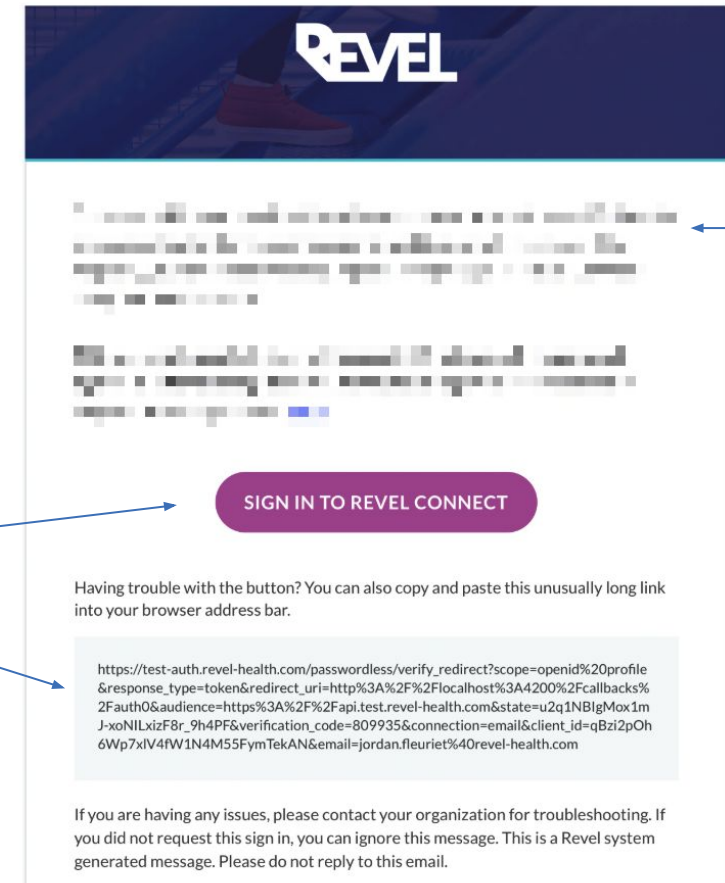


SIGNING IN: EMAIL INVITATION

Email Invitation

First time users must activate their Revel Connect account and setup a password.

You will receive an invitation email. Click the button or copy and paste the link into your browser.



This pixelated language will vary by client

SIGN IN TO REVEL CONNECT

Having trouble with the button? You can also copy and paste this unusually long link into your browser address bar.

https://test-auth.revel-health.com/passwordless/verify_redirect?scope=openid%20profile&response_type=token&redirect_uri=http%3A%2F%2Flocalhost%3A4200%2Fcallbacks%2Fauth0&audience=https%3A%2F%2Fapi.test.revel-health.com&state=u2q1NB1gMox1mJ-xoNILxizF8r_9h4PF&verification_code=809935&connection=email&client_id=qBzi2pOh6Wp7xlV4fW1N4M55FymTekAN&email=jordan.fleuriet%40revel-health.com

If you are having any issues, please contact your organization for troubleshooting. If you did not request this sign in, you can ignore this message. This is a Revel system generated message. Please do not reply to this email.

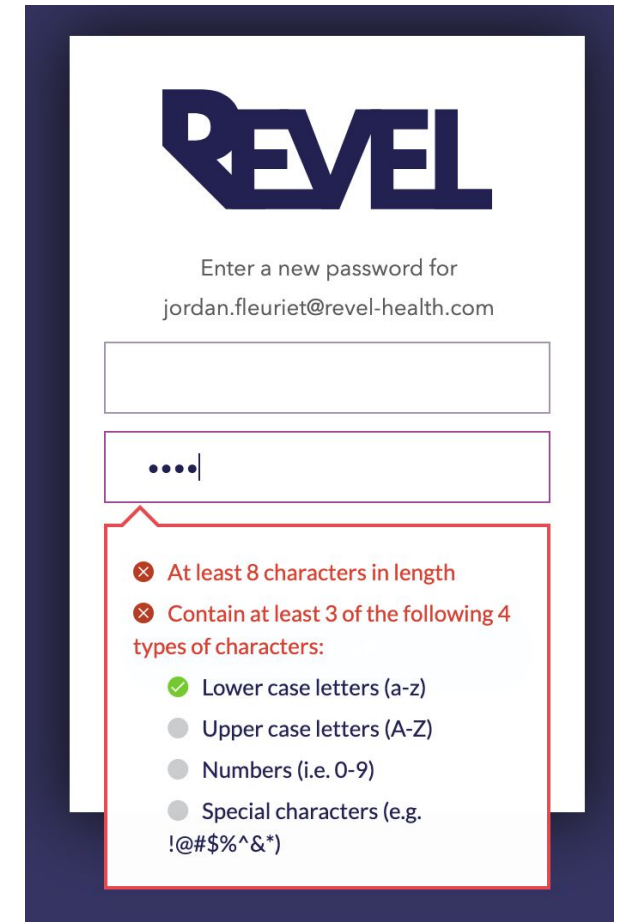
SIGNING IN: CREATE A PASSWORD

Create A New Password

Your password must:

- ✓ Include 8 or more characters
- ✓ Contain at least 3 of the following types of characters:
 - Lower case letters
 - Upper case letters
 - Numbers
 - Special Characters

Revel suggests using a password manager to automatically generate and save passwords. Your email will be used as your username.



The image shows a mobile app interface for creating a new password. At the top is the 'REVEL' logo. Below it, the text 'Enter a new password for' is followed by the email 'jordan.fleuriet@revel-health.com'. There are two input fields: the first is empty, and the second contains four dots, indicating a password field. Below the input fields is a red-bordered box containing error messages and a list of required character types. The error messages are: 'At least 8 characters in length' and 'Contain at least 3 of the following 4 types of characters:'. The list of character types includes: 'Lower case letters (a-z)' (checked with a green circle), 'Upper case letters (A-Z)' (unchecked), 'Numbers (i.e. 0-9)' (unchecked), and 'Special characters (e.g. !@#\$\$%^&*)' (unchecked).

REVEL

Enter a new password for
jordan.fleuriet@revel-health.com

...

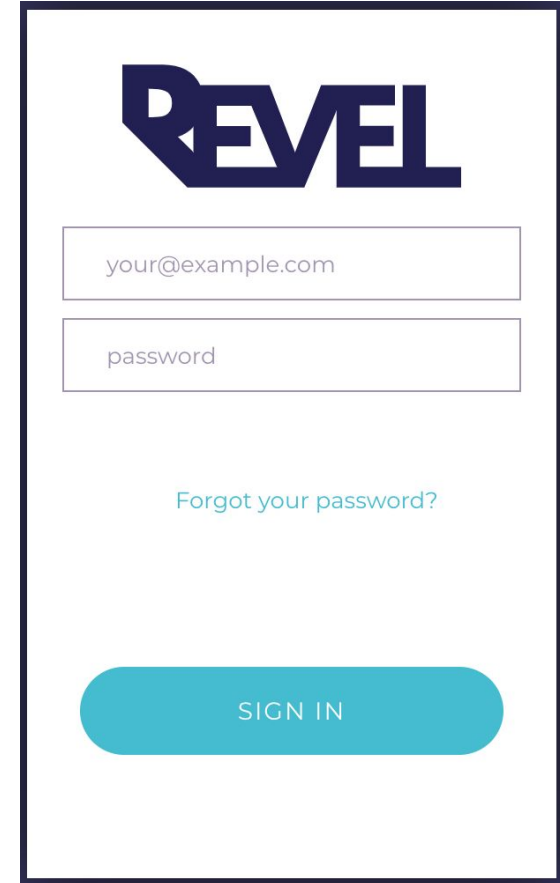
✗ At least 8 characters in length
✗ Contain at least 3 of the following 4 types of characters:

- ✓ Lower case letters (a-z)
- Upper case letters (A-Z)
- Numbers (i.e. 0-9)
- Special characters (e.g. !@#\$\$%^&*)

SIGNING IN: REVEL CONNECT

How to Sign In

- Sign in at: <https://connect.revel-health.com/wchra> (we recommend bookmarking this URL)
- Enter your email address and the new password you just created
- Click 'SIGN IN'
- If you need to reset your password, click on “Forgot your password” and you’ll be emailed instructions on how to reset it.

A screenshot of the Revel Connect sign-in interface. At the top is the Revel logo. Below it are two input fields: the first for an email address (placeholder: 'your@example.com') and the second for a password (placeholder: 'password'). Below the password field is a link that says 'Forgot your password?'. At the bottom is a large teal button with the text 'SIGN IN' in white capital letters.

REVEL

your@example.com

password

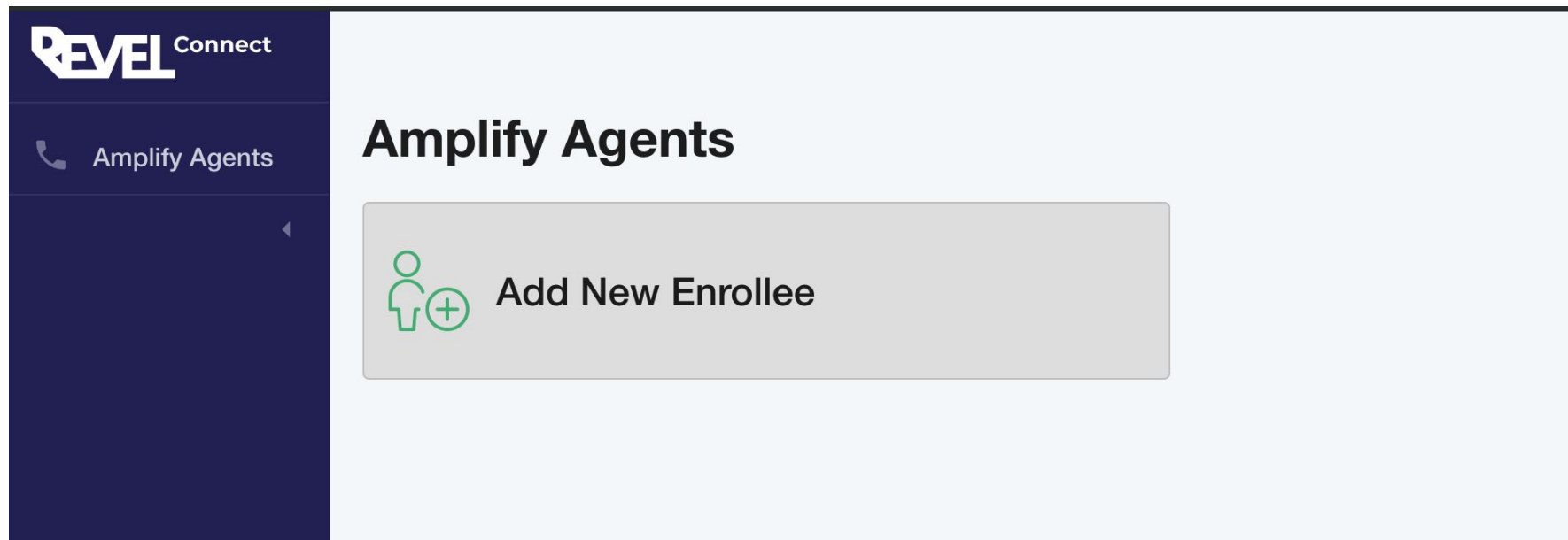
[Forgot your password?](#)

SIGN IN

AMPLIFY AGENTS

You've Signed In - Success!

Once you're signed in, you'll see the following screen. **Amplify Agents** is where you'll start and complete health assessments for new enrollees.

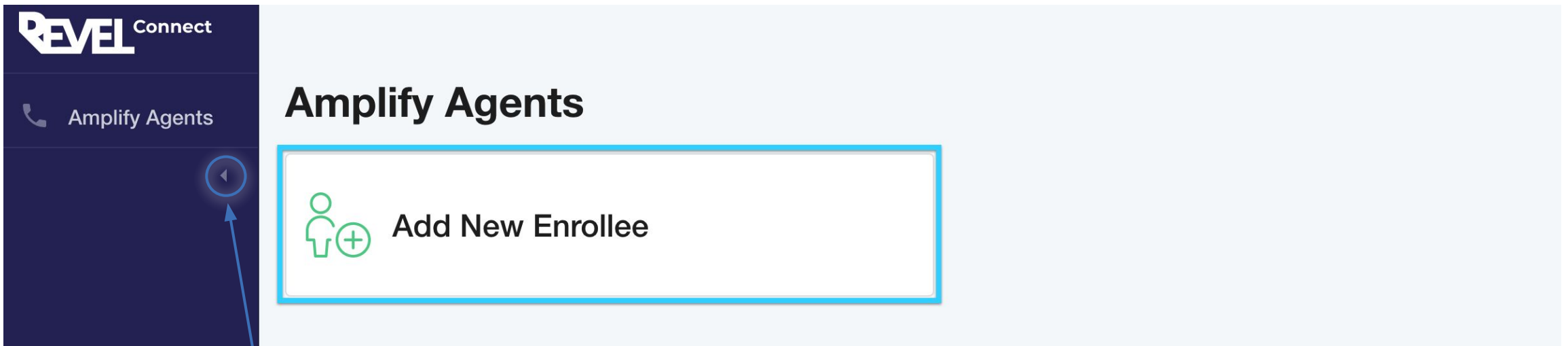


STARTING & COMPLETING AN ASSESSMENT



HEALTH ASSESSMENT: ADD A NEW ENROLLEE

Click “Add New Enrollee” to begin the process of adding a new member to the database and launching a Health Risk Assessment.



If you'd like to collapse the left navigation menu, click on the small arrow.

HEALTH ASSESSMENT: ADD A NEW ENROLLEE

Enter the Enrollee's Information

- All fields are required:
 - Plan Type
 - First Name
 - Last Name
 - Date of Birth
 - Phone Number
 - State
 - MBI
- Click “Save & Load Assessment” to begin the new enrollee’s HRA.
- If the “Save & Load Assessment” button is grey, at least one of the fields above is incomplete or incorrect.

Add New Enrollee

Plan Type*

Medicare Advantage Plan

First Name* (as written on Medicare card)

Jane

Last Name* (as written on Medicare card)

Smith

Date of Birth*

01-20-1955

Phone Number*

612-867-5309

State*

Minnesota

MBI (Medicare Number)*

1EG4-TE5-MK73

Cancel

Save & Load Assessment

HEALTH ASSESSMENT: ADD A NEW ENROLLEE

New Enrollee Field Validation

If fields are highlighted red and the “Save & Load Assessment” button is grey, be sure to check:

- ✓ The Plan Type is selected.
- ✓ First Name and Last Name fields have at least one character.
- ✓ Date of Birth is a valid date.
- ✓ Phone number is a valid phone with area code.
- ✓ The MBI field is in valid MBI Format.

Add New Enrollee

Plan Type*
Medicare Advantage Plan

First Name* (as written on Medicare card)
Jane

Last Name* (as written on Medicare card)
Smith

Date of Birth*
01-20-1800

Phone Number*
612-867-530_

State*
Minnesota

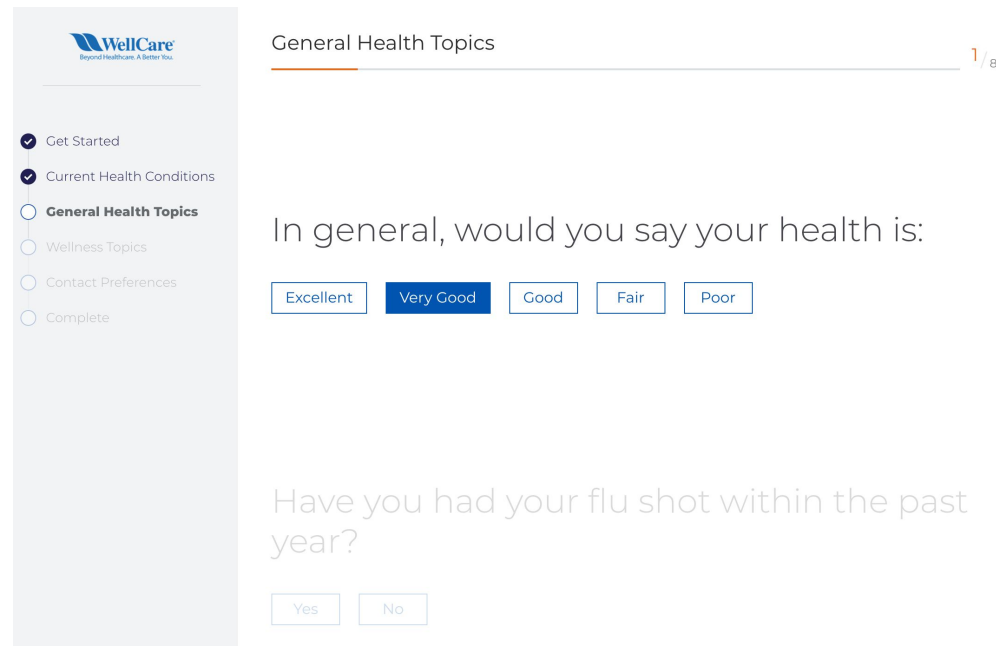
MBI (Medicare Number)*
1EG4-TE5-MK7

Cancel Save & Load Assessment

HEALTH ASSESSMENT: NAVIGATING THE ASSESSMENT

Capturing Responses

- As the member or prospect answers questions, the responses selected will remain highlighted on the screen.
- After clicking an answer to a question, the next question will automatically scroll into view.

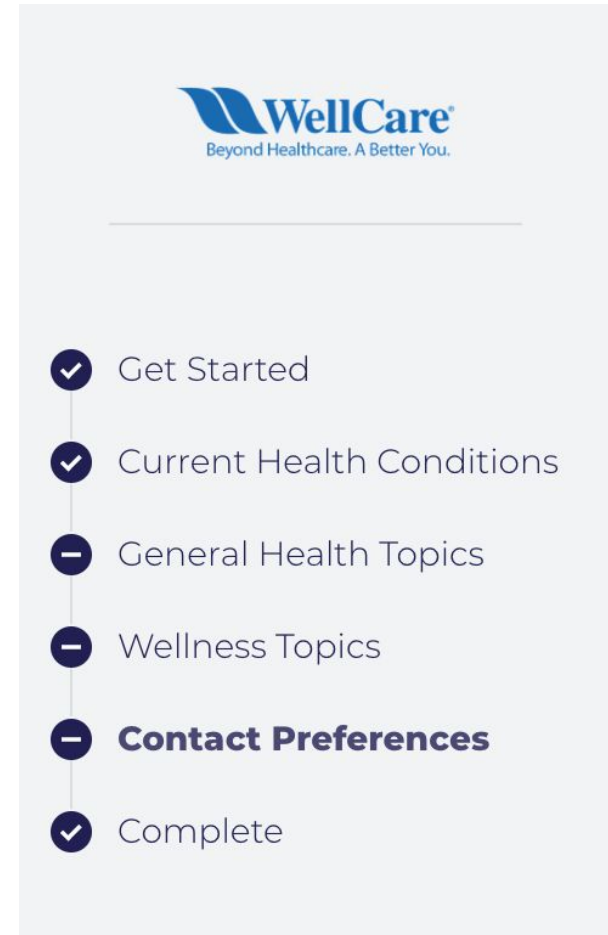


The screenshot displays the WellCare Health Assessment interface. On the left is a sidebar with the WellCare logo and a list of navigation items: 'Get Started' (checked), 'Current Health Conditions' (checked), 'General Health Topics' (selected), 'Wellness Topics', 'Contact Preferences', and 'Complete'. The main content area is titled 'General Health Topics' with a progress indicator '1 / 8'. The first question is 'In general, would you say your health is:' with five radio button options: 'Excellent', 'Very Good' (selected), 'Good', 'Fair', and 'Poor'. The second question is 'Have you had your flu shot within the past year?' with two radio button options: 'Yes' and 'No'.

HEALTH ASSESSMENT: NAVIGATING THE ASSESSMENT

Changing Responses

- You may go back to change an answer at any time before the assessment has been completed.
- To navigate between different sections of the assessment, select the section you wish to revisit in the left navigation.



HEALTH ASSESSMENT: NAVIGATING THE ASSESSMENT

Completing the Assessment

- After completing the assessment, you'll see the "Survey Complete" screen.
- Close the browser window to return to Revel Connect and begin adding another enrollee.

You're all done!

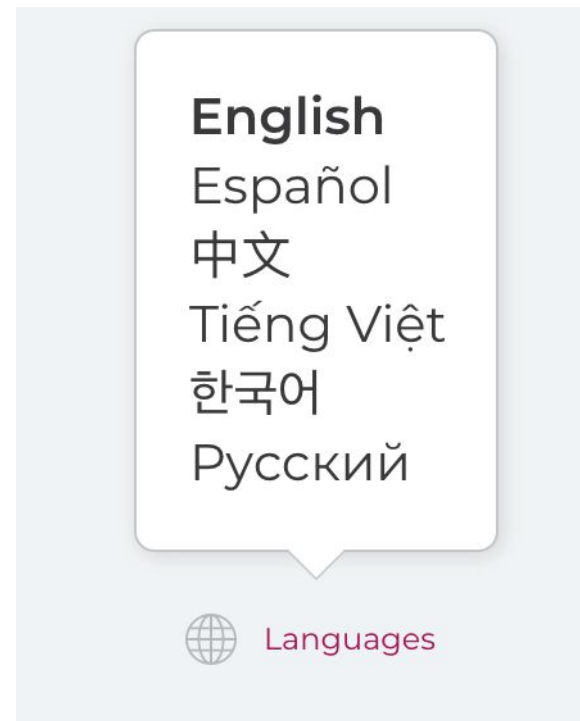
You may now close this browser window.



HEALTH ASSESSMENT: ADDITIONAL LANGUAGES

Language Selection

- If you need to capture the assessment in a language other than english, click the Globe icon in the left navigation panel to toggle between available languages.
- You can change languages at any point during the assessment and it will not have any effect on responses captured.





THANK YOU