REVEL CONNECT AMPLIFY AGENTS

WellCare Agent Onboarding & User Guide

REVEL

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
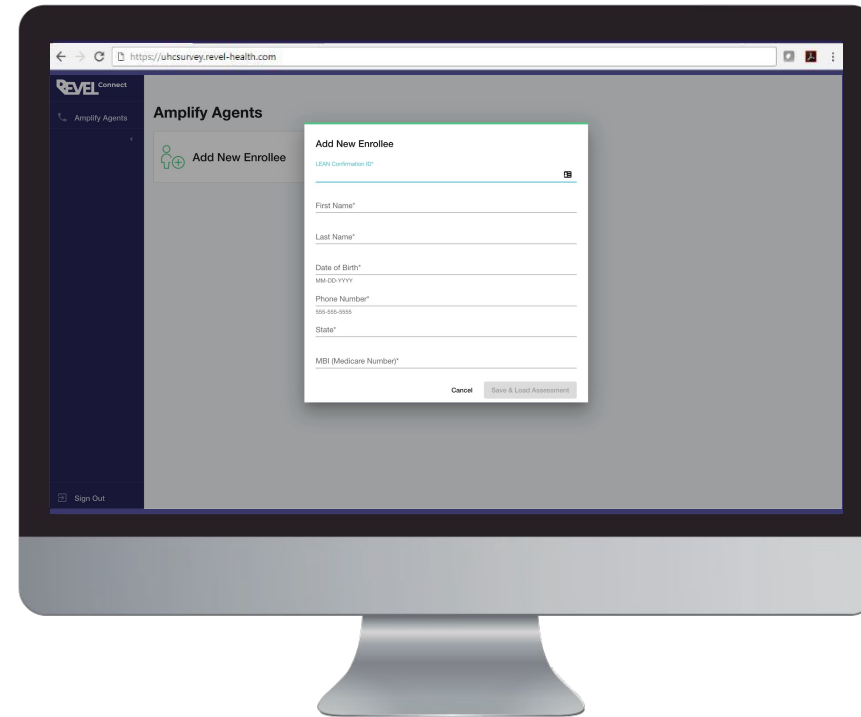
OVERVIEW: TECHNICAL REQUIREMENTS

Supported Browsers

Preferred Browsers For Best Performance:

✓ Google Chrome

✓ Safari

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

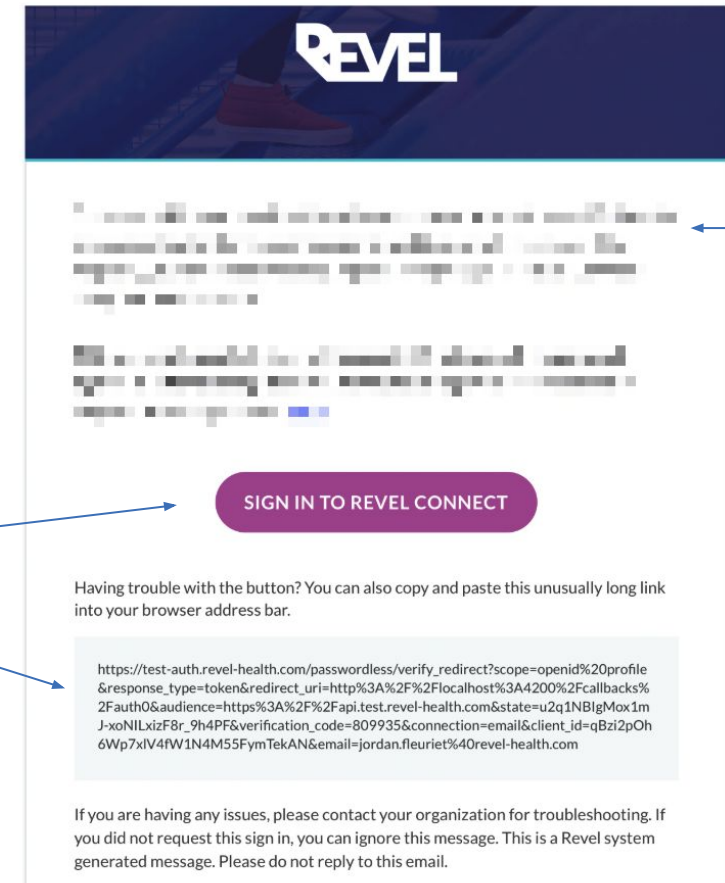Internet Explorer

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.
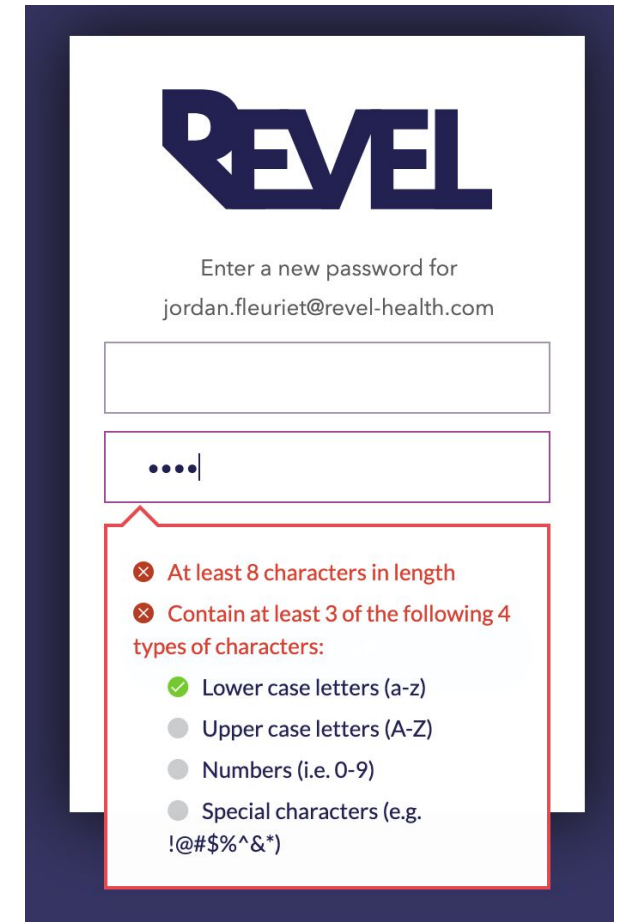

This pixelated language will vary by client

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.

REVEL

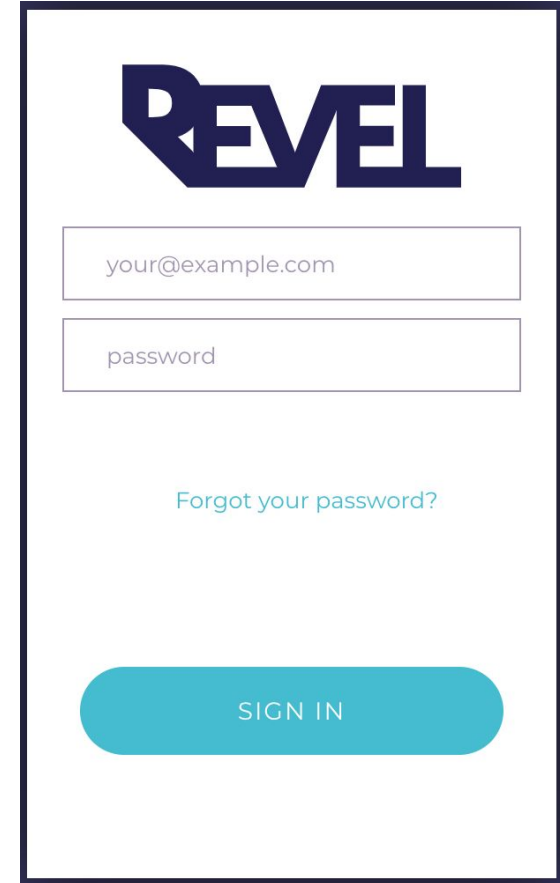Enter a new password for
jordan.fleuriet@revel-health.com

••••

❌ 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.

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.
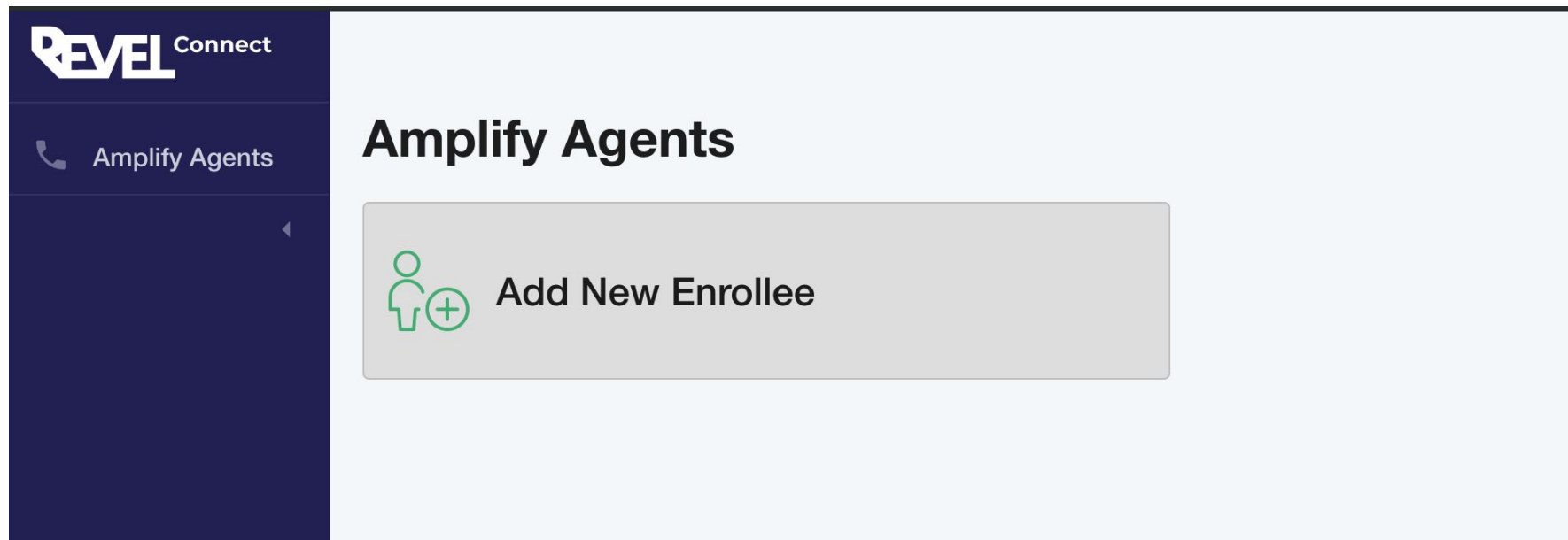
STARTING & COMPLETING AN ASSESSMENT

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
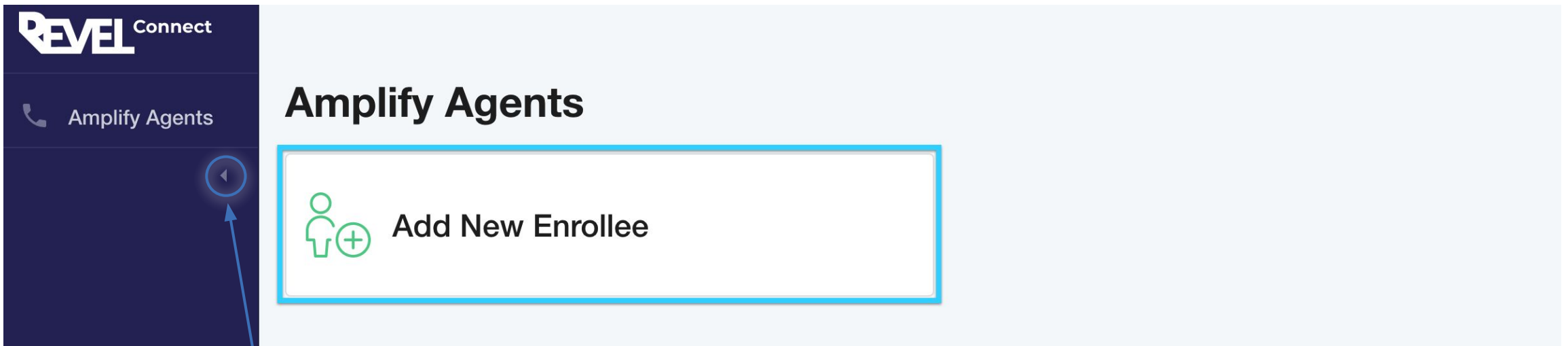
Enter the Enrollee's Information

- 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*
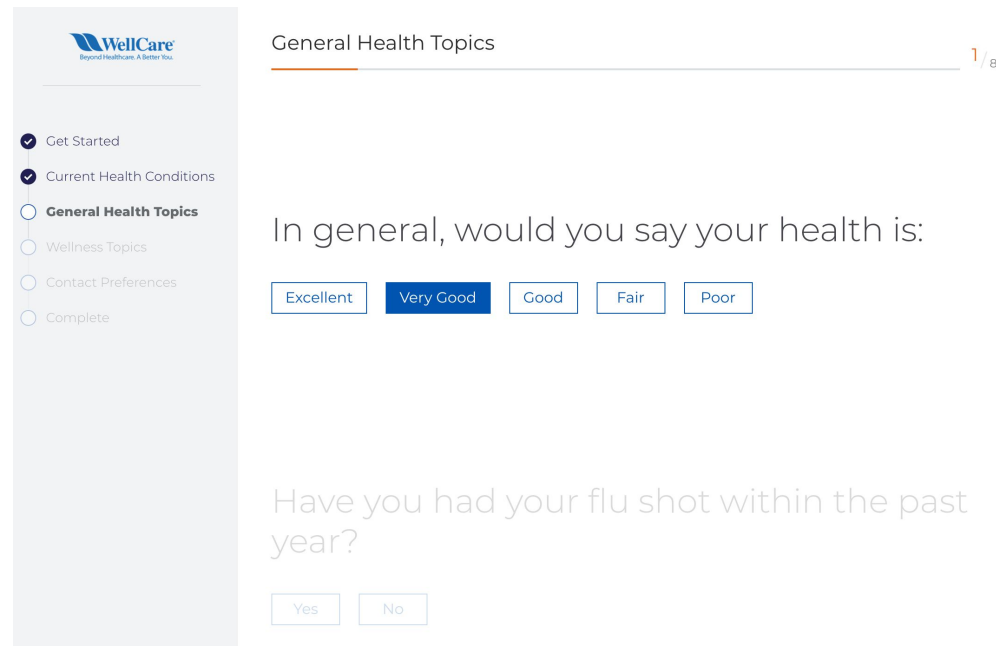01-20-1800

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.
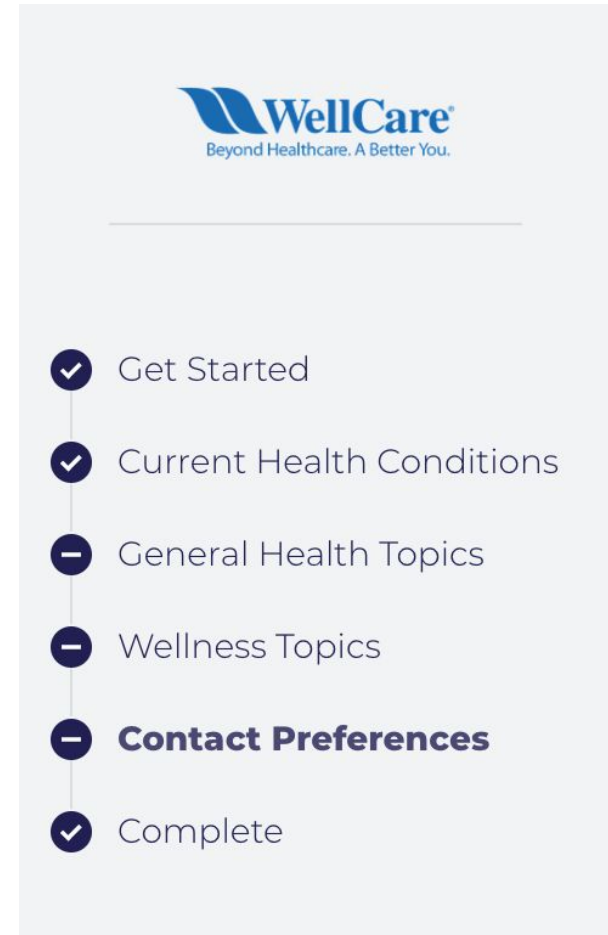
HEALTH ASSESSMENT: NAVIGATING THE ASSESSMENT

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.
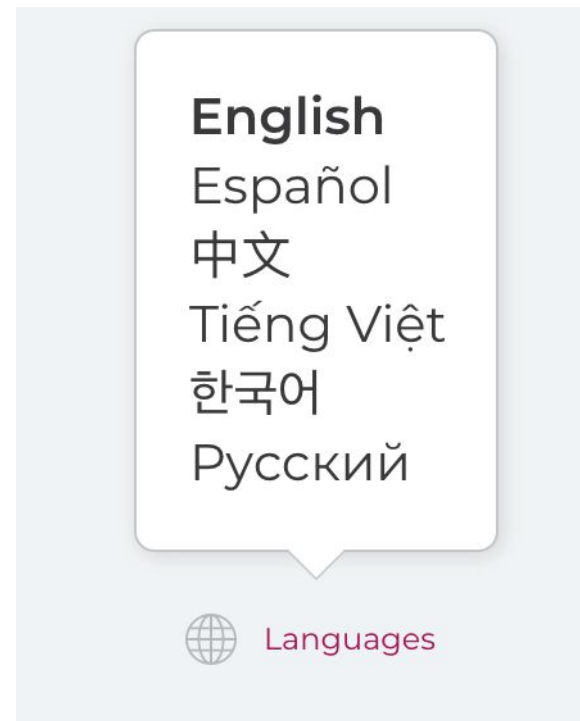
You're all done!

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