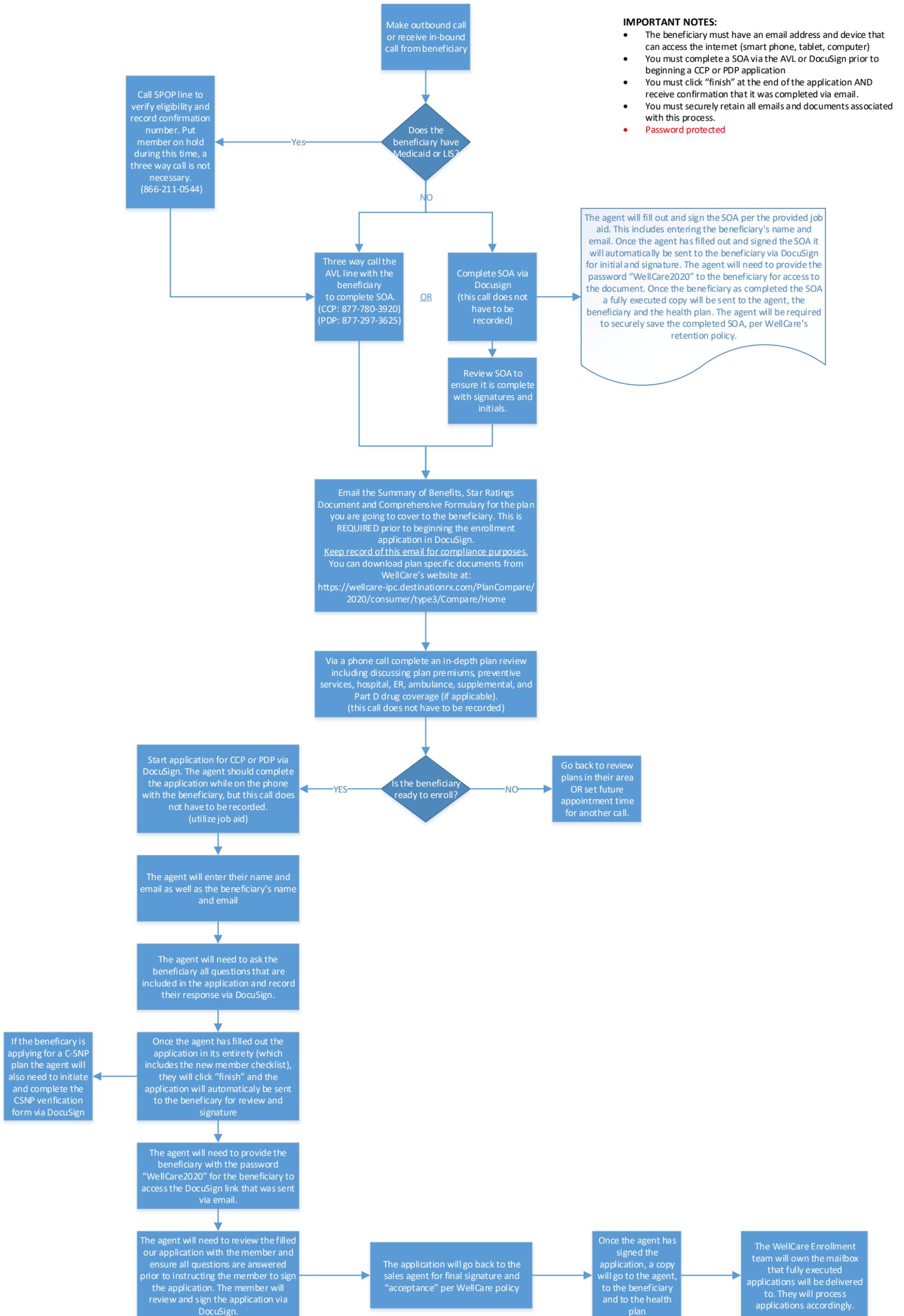


Field Sales Agent DocuSign Flow



IMPORTANT NOTES:

- The beneficiary must have an email address and device that can access the internet (smart phone, tablet, computer)
- You must complete a SOA via the AVL or DocuSign prior to beginning a CCP or PDP application
- You must click "finish" at the end of the application AND receive confirmation that it was completed via email.
- You must securely retain all emails and documents associated with this process.
- **Password protected**

The agent will fill out and sign the SOA per the provided job aid. This includes entering the beneficiary's name and email. Once the agent has filled out and signed the SOA it will automatically be sent to the beneficiary via DocuSign for initial and signature. The agent will need to provide the password "WellCare2020" to the beneficiary for access to the document. Once the beneficiary as completed the SOA a fully executed copy will be sent to the agent, the beneficiary and the health plan. The agent will be required to securely save the completed SOA, per WellCare's retention policy.