

## Agent Websites

<a href="https://wfhuser.litmos.com">https://wfhuser.litmos.com</a>	<b>Litmos:</b> WFH trainings and certifications
<a href="https://wellfirstbenefits.com/Agents/Agent-library">https://wellfirstbenefits.com/Agents/Agent-library</a>	<b>Co-branded Agent Materials</b>
<a href="https://arm.ascendproject.com">https://arm.ascendproject.com</a>	<b>ARM:</b> <ul style="list-style-type: none"> <li>• Update/Reset your password</li> <li>• You can also download the Ascend Mobile App (AMA)</li> <li>• This site is the administrative site of Ascend</li> </ul>
<a href="https://wellfirst.isf.io/2021/agent">https://wellfirst.isf.io/2021/agent</a>	<b>Ascend Agent Portal:</b> Allows you to see all the applications that you have submitted via Ascend: <ul style="list-style-type: none"> <li>• Use same credentials as Ascend</li> <li>• You can quote and submit apps in the Agent Portal but you can't track your leads or record meetings</li> <li>• *Some agents find the Portal more user friendly</li> <li>• <b>Note:</b> The NPN shown is our internal ID that we use to make sure that the application is tied to your name and that commissions are paid out appropriately</li> </ul>

## WellFirst Health Medicare Advantage Resources

<a href="https://wellfirsthealth.com/Medicare/Shop-Medicare-Advantage">https://wellfirsthealth.com/Medicare/Shop-Medicare-Advantage</a>	<b>Shopping/Sales Materials:</b> Access to materials in the Enrollment Kits
<a href="https://wellfirsthealth.com/Medicare/Advantage-members">https://wellfirsthealth.com/Medicare/Advantage-members</a>	<b>Member Information:</b> View EOC's, Locate a provider, view formulary, and find a pharmacy
<a href="https://wellfirsthealth.com/Medicare/Advantage-members/Additional-benefits">https://wellfirsthealth.com/Medicare/Advantage-members/Additional-benefits</a>	<b>Added Benefits:</b> Dental, Hearing, Living Healthy, Papa Pals, OTC, Silver&Fit, & Vision
<a href="http://www.providers4you.com/WisconsinMedicareAdvantage">http://www.providers4you.com/WisconsinMedicareAdvantage</a>	<b>Delta Dental Provider Directory</b> ( <i>disregard the states indicated</i> )
<a href="https://wellfirsthealth.com/Find-A-Doctor">https://wellfirsthealth.com/Find-A-Doctor</a>	<b>Find a Doctor Look-up</b>
<a href="https://wellfirsthealth.com/Find-A-Location">https://wellfirsthealth.com/Find-A-Location</a>	<b>Find a Location Look-up</b> ( <i>Eyeglass Allowance, Hearing Aid Allowance, and DME</i> )
<a href="https://app.deancare.com/Directories/WF-MAPD.pdf">https://app.deancare.com/Directories/WF-MAPD.pdf</a>	<b>Provider Directory- PDF</b>
<a href="https://wellfirsthealth.com/Document-Library/PDF/Medicare/2021-Medicare/MAPD-drug-formulary">https://wellfirsthealth.com/Document-Library/PDF/Medicare/2021-Medicare/MAPD-drug-formulary</a>	<b>Printable Comprehensive Formulary-PDF</b>
<a href="https://wellfirsthealth.com/Document-Library/PDF/Medicare/2021-Medicare/WFH-MAPD-pharmacy-directory">https://wellfirsthealth.com/Document-Library/PDF/Medicare/2021-Medicare/WFH-MAPD-pharmacy-directory</a>	<b>Pharmacy Directory-PDF</b> ( <i>Preferred Pharmacies are indicated with a "P" next to the Pharmacy</i> )

## Other WFH Phone Numbers

<b>WellFirst Health Commercial Customer Service</b>	(866) 514-4194
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## Member Services

<b>Member Services (Customer Care Center)</b> Member questions: benefits, claims, providers etc.	(877) 301-3326
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## Agent Services

<b>Medicare Agent Services</b>	(833) 942-2169
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<b>Agent Inquiries</b> <i>(Certification requests, material requests, etc.)</i>	<a href="mailto:WFH.MAPDSales@ssmhealth.com">WFH.MAPDSales@ssmhealth.com</a>
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<b>Medicare Fax Number</b> <i>(Paper Applications and other documents)</i>	(608) 252-0801
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<b>Medicare Sales Executive</b> <i>(Natasha Cook)</i>	(608) 828-1948   <a href="mailto:Natasha.cook@wellfirstbenefits">Natasha.cook@wellfirstbenefits</a>
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<b>Sales Manager</b> <i>(Patrick Caskey)</i>	(314) 994-6234   <a href="mailto:Patrick.caskey@wellfirstbenefits.com">Patrick.caskey@wellfirstbenefits.com</a>
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## Medicare Numbers

<b>Medicare</b>	(800) 633-4227
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<b>Social Security</b>	(800) 772-1213
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<b>COB</b>	(855) 798-2627
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## Mailing Addresses

<b>WellFirst Health (Corporate Office)</b>	1277 Deming Way Madison, WI 53717
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<b>Medicare Advantage Premiums</b>	<b>WellFirst Health Medicare Advantage</b> (Without Invoice Coupon) PO Box 56099 Madison, WI 53705
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