

# Ascend User Frequently Asked Questions (FAQ)

Thank you **valued Allwell Producer** and **Sales Team member** for being an early adopter of **Ascend**. We are confident you will find using **Ascend** will increase your productivity and provide advance capabilities to manage your business. To help you use the system, we are providing this FAQ to assist in troubleshooting and to provide guidance on whom to contact if further assistance is required.

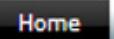
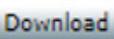
## How do I get access to Ascend?

**For Brokers** – Submit a request to your Account Executive for access to Ascend. You will need to provide your full name, email address, National Producer Number (NPN), primary contact number and residence state. Once verified, you are contracted and ready to sell Allwell for 2018. You will be emailed your Ascend Login credentials by the Ascend Administrator.

**For Centene Sales Team** – Your manager will submit an Ascend access request on your behalf.

## How do I download Ascend?

From your preferred device, open a browser and enter <https://arm.ascendproject.com>. Enter your username (email address) and password that was emailed to you in the welcome email.

Once logged in, navigate to the Download   thumbnail to access the Download page.

From the download page you will have two installation options:

1) Ascend iOS (mobile version)



and 2) Ascend Windows



Double click on the Install App button for either version of Ascend you wish to install. Once the installation is complete you are now registered to use the Ascend Mobile Application and Ascend Agent portal for the state you are registered to sell in.

State	Allwell Health Plan	Agent Portal
Arizona	Health Net of Arizona	<a href="https://healthnetofaz.isf.io/2018/agent">https://healthnetofaz.isf.io/2018/agent</a>
Arkansas	Arkansas Health & Wellness	<a href="https://arhealthwellness.isf.io/2018/agent">https://arhealthwellness.isf.io/2018/agent</a>
California	California Health & Wellness	<a href="https://healthnetofca.isf.io/2018/agent">https://healthnetofca.isf.io/2018/agent</a>
Florida	Sunshine Health	<a href="https://sunshinehealth.isf.io/2018/agent">https://sunshinehealth.isf.io/2018/agent</a>
Georgia	Peach State Health Plan	<a href="https://pshp.isf.io/2018/agent">https://pshp.isf.io/2018/agent</a>
Indiana	Managed Health Services	<a href="https://managedhealthin.isf.io/2018/agent">https://managedhealthin.isf.io/2018/agent</a>
Kansas	Sunflower Health Plan	<a href="https://sunflowerhealth.isf.io/2018/agent">https://sunflowerhealth.isf.io/2018/agent</a>
Louisiana	Louisiana HealthCare Connections	<a href="https://lahealthconnect.isf.io/2018/agent">https://lahealthconnect.isf.io/2018/agent</a>
Mississippi	Magnolia Health	<a href="https://magnoliahealth.isf.io/2018/agent">https://magnoliahealth.isf.io/2018/agent</a>
Missouri	Home Health State	<a href="https://homestatehealth.isf.io/2018/agent">https://homestatehealth.isf.io/2018/agent</a>
Ohio	Buckeye Health Plan	<a href="https://buckeyehealth.isf.io/2018/agent">https://buckeyehealth.isf.io/2018/agent</a>
Oregon	Health Net of Oregon	<a href="https://healthnetofor.isf.io/2018/agent">https://healthnetofor.isf.io/2018/agent</a>
Pennsylvania	Pennsylvania Health & Wellness	<a href="https://pahealthwellness.isf.io/2018/agent">https://pahealthwellness.isf.io/2018/agent</a>
South Carolina	Absolute Total Care	<a href="https://absolutetotalcare.isf.io/2018/agent">https://absolutetotalcare.isf.io/2018/agent</a>
Texas	Superior Health Plan	<a href="https://superiorhealth.isf.io/2018/agent">https://superiorhealth.isf.io/2018/agent</a>
Washington	Coordinated Care	<a href="https://coordinatedcare.isf.io/2018/agent">https://coordinatedcare.isf.io/2018/agent</a>
Wisconsin	MHS Health Wisconsin	<a href="https://mhswi.isf.io/2018/agent">https://mhswi.isf.io/2018/agent</a>

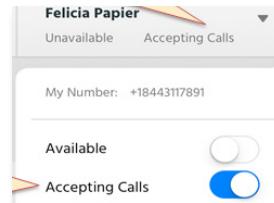
## How do I reset my Ascend Password?

As an Ascend User you are the only person who can reset your password.

Open a browser and enter <https://arm.ascendproject.com>.

From the login screen, enter your email address that you use to login into Ascend and click the [Forgot Your Password?](#) link.

You will be emailed a link to reset your password. Follow instructions in the email.



## How do I find my RATE phone number?

You can find your RATE phone number from the Ascend Mobile Application (AMA). Once logged into AMA, go to the Notifications Home page. Your RATE number will be displayed when you are set to "Accepting Calls."

## How do I find my Personal URL (PURL)?

Each Agent will have a Personal URL for each state they are entitled to sell in.

To access the PURL, the Agent must log into the Ascend Agent portal, with your Ascend credentials for each state you are entitled to sell.

Click on View Enrollments



and your PURL



can be found on the top of the page.

## How do I track my Enrollments and scheduled Health Risk Assessments completed in Ascend?

Each Agent will have to log into the Ascend Agent portal for the state in which they completed their enrollment.

Click on View Enrollments



From the Tracking tab you will be able to view your Enrollments or Health Risk Assessments that you initiated or scheduled.

Tracking

Enrollments

Health Risk Assessments

## How do I find the electronic Scope of Appointment?

Prior to using the electronic Scope of Appointment, verify with the prospect that they have the capability to receive a text or email to confirm the Scope of Appointment.

If so, you can access the electronic Scope of Appointment via the



tab in the Ascend Mobile Application.

Select the [Schedule a Meeting](#) link, this will invoke the electronic Scope of Appointment.

## I am having trouble receiving calls via my iPad?

The **Remote Agent Telephonic Enrollment** (RATE) is only available only on the Ascend Mobile Application (AMA) installed on an iPad with iOS version of 4.0 or above. Verify you have cellular service for “Rate calls” will come through your iPad if you have cellular service or Wi-Fi calling capabilities.

You must be logged into AMA to receive a RATE call with the **Accepting Calls**  feature on and you are **not** in another meeting.

If the issue still persists contact your Ascend Administrator who can check your entitlements.

## I am receiving “Plan Not Found” error when conducting a Plan Search?

You will only have access to the Ascend Agent portals for the states you are authorized to sell the **Allwell product**.

Verify you are searching on the correct Ascend Agent portal for the applicable ZIP code.

If you are using the Windows version of the application you can change your URL by accessing this link 

If you still experience this issue please contact your Ascend Administrator to verify you have the correct Ascend access entitlements for the states that you sell in.

## How will I communicate with my Ascend Administrator if I need assistance?

Please contact the applicable Ascend Administrator for your state during business hours:

State	Name	Contact Email Address
AR, FL, GA, IN, KS, LA, MO, MS, OH, PA, SC, TX, WI	Brittany O’Quinn Erika Rohde	brittany.m.oquinn@centene.com erohde@centene.com
OR, WA	Julie Enger	julie.a.enger@healthnet.com
AZ	Heidi Jespersen	heidi.x.jespersen@healthnet.com

## How will I communicate with Broker Services if I need assistance?

If you are a Broker Agent and your issue requires the assistance of Broker Services, please contact Medicare Broker Services at Phone: **1-844-202-6811** | Email: **medicarebrokerservices@centene.com**.

## How will I communicate with Ascend Help desk if I need assistance?

You may reach the Ascend Help Desk at **1-866-338-7772** from 8 a.m.– 8 p.m. ET, Monday–Friday. Remember the Ascend Help desk can handle only certain technical issues.

## How do I know who to go to for my issue?

Please reference the Issue Resolution guide to determine who can assist with your Ascend related issue.

Category	Issue	Contact	Escalation   Resolution
		Broker	<b>Ascend Help Desk – 1-866-338-7772</b> 8 a.m.–8 p.m. ET, Monday–Friday
<b>Reset Password</b>	How to I reset my Password? I forgot my Password	See FAQ	See FAQ
<b>Ascend Access</b>	I don’t have access to Ascend. This includes: Ascend Real-Time Manager   Agent Portal (ARM), Ascend Mobile Application (AMA), and Ascend Quote and Enrollment Tool (AQE).	Ascend Administrator	Ascend Administrator Confirm user has access to all Agent portals for the states they are authorized to sell. Verify the user has passed all requirements to have access to the applicable Ascend module.
<b>Change Name</b>	How do I change my Name or Phone Number?	See FAQ	See FAQ Follow User Instruction slide to change My Account Information.

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Category	Issue	Contact		Escalation   Resolution
		Broker	Sales Captives	Ascend Help Desk – 1-866-338-7772 8 a.m.–8 p.m. ET, Monday–Friday
Download App	Additional assistance required with Installation of Ascend application.	Ascend Help Desk	Ascend Help Desk	Upon verification the Agent is an approved Ascend User with granted access; the helpdesk will assist with installation.
Formulary	Can't see any Formulary information.	Account Executive	Sales Manager	Account Executive or Sales Manager will escalate to National Sales Integration Team.
Formulary	Can't find a Drug in the Formulary.	Broker Services	Broker Services	Medicare Broker Services Phone: 844-202-6811 Email: medicarebrokerservices@centene.com
Leads	Can't create a Scope of Appointment for a Walk-up.	Account Executive	Sales Manager	Advise the user that a self generated lead must be created prior to creating a Scope of Appointment.
Leads	I can't scan a drivers license for the lead – function does not occur	Ascend Help Desk	Ascend Help Desk	If the scan function does not work or the identification can't scan, instruct the user to manually enter the information. <b>Note:</b> PA Driver licenses do not scan must enter manually.
Leads	Don't see any leads.	Account Executive	Sales Manager	Account Executive or Sales Manager will escalate to National Sales Integration Team to user check configurations.
Log In	Touch ID sign in is not working	Ascend Help Desk	Ascend Help Desk	As an Alternative, Agent can skip Touch ID: log-in using credentials.
Log In	Not seeing Allwell as a carrier option for multiple Carriers at sign in screen.	Ascend Administrator	Ascend Administrator	Verify User Ascend Access. Escalate to Ascend Helpdesk if access is correct.
Meetings	How do I set up a Scope of Appointment?	See FAQ   Ascend Help Desk	See FAQ   Ascend Help Desk	Follow User Instructions on Home Page of Ascend on "How to Setup a Scope of Appointment."
Meetings	Can't find any scheduled meetings.	Ascend Help Desk	Ascend Help Desk	
Pharmacy	Can't see any Pharmacy information.	Account Executive	Sales Manager	Account Executive or Sales Manager will escalate to National Sales Integration Team.
Pharmacy	Can't see a particular Pharmacy in the list.	Broker Services	Broker Services	Medicare Broker Services Phone: 844-202-6811 Email: medicarebrokerservices@centene.com
Physicians	Can't see any Primary Care Physicians.	Account Executive	Sales Manager	Verify with user they are using the correct plan and ZIP code. Verify the provider is on the Medicare plans public website. Then escalate to National Sales Integration team.
Physicians	Can't see a particular Primary Care Physician.	Broker Services	Broker Services	Medicare Broker Services Phone: 844-202-6811 Email: medicarebrokerservices@centene.com
Physicians	Physician is on the Primary Care Physicians list, but is NOT an approved provider	Account Executive	Sales Manager	Account Executive or Sales Manager will escalate to National Sales Integration Team.
Providers	Don't see any Providers in the provider search.	Account Executive	Sales Manager	Verify with user they are using the correct plan and ZIP code. Verify the provider is on the Medicare plans public website. Then escalate to National Sales Integration team.
Providers	Don't see a particular Provider in the provider search.	Broker Services	Broker Services	Medicare Broker Services Phone: 844-202-6811 Email: medicarebrokerservices@centene.com
Plans	No Plans available for the entered ZIP code.	Account Executive	Sales Manager	Verify with the user they are using the <b>correct</b> URL for the applicable state for the ZIP code.
Quote & Enrollment	How do I find the Quote & Enrollment Page?	Account Executive	Sales Manager	Advise the user they will see eSOA when Agent <b>Starts a Meeting</b> . If still an issue escalate to the Ascend Help Desk.
Quote & Enrollment	Can't compare plans.	Ascend Help Desk	Ascend Help Desk	
Quote & Enrollment	Can't access the Enrollment application.	Ascend Help Desk	Ascend Help Desk	

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Category	Issue	Contact		Escalation   Resolution
		Broker	Sales Captives	Ascend Help Desk – 1-866-338-7772 8 a.m.–8 p.m. ET, Monday–Friday
Quote & Enrollment	Medicare card does not verify.	Account Executive	Sales Manager	Instruct the Agent to click 3 times then system will allow you to press NEXT to proceed. If issue still persists escalate to the Ascend Help Desk.
Quote & Enrollment	After Clicking Enrollment, Submission does not complete or did not receive a confirmation number.	See FAQ   Ascend Help Desk	See FAQ   Ascend Help Desk	Instruct the Agent to contact Ascend Help Desk – make the agent aware that they may not receive immediate confirmation as research of the submission will need to occur with follow-up to the Agent.
RATE	Not seeing ability to turn on Phone Calls	See FAQ   Ascend Administrator	See FAQ   Ascend Administrator	Must be logged into AMA – if you are, then contact Ascend Administrator who can grant one.
RATE	Cant find my RATE phone number	See FAQ   Ascend Administrator	See FAQ   Ascend Administrator	Must be logged into AMA – if you are, then contact Ascend Administrator who can grant one.
Recordings	Recording won't upload.	Ascend Help Desk	Ascend Help Desk	
Resources	Do not see any resources listed for my selling state.	Ascend Administrator	Ascend Administrator	Confirm user has access to all Agent portals for the states they are authorized to sell. Verify the users configurations.
Seminar	Can't see a Seminar I know is assigned to me or Seminar guest list.	Account Executive	Sales Manager	
SOA	Where is the eSOA (Electronic scope of appt)?	Account Executive	Sales Manager	Advise the user they will see eSOA when Agent <b>Starts a Meeting</b> . If still an issue escalate to the Ascend Help Desk.
VBE	Health Risk Assessment call did not initiate.	See FAQ   Ascend Help Desk	See FAQ   Ascend Help Desk	When transitioning to VBE from a RATE call, you must conclude the RATE call to enable the prospect to receive the VBE call if they agree to conduct the HRA immediately. If a scheduled HRA assessment did not take place, contact the Ascend Help Desk and they will route to the appropriate person for investigation and subsequent follow-up to the Agent.