

COLLECTING BANKING INFORMATION ON A NEW APPLICATION

As you may recall from IFP training this summer and in fall training, all banking information must be communicated to Wellmark from the account holder or joint owner of the bank account. Agents are no longer able to submit this information on behalf of their client.

When meeting with a member, it is important to note this new requirement if the member wants to pay using an automatic payment option from their bank account (EFT payment).

Here is how to complete the transaction:

1. RECOMMENDED OPTION – VIA PHONE at (844) 548-1787

Authorized members may make this phone call after the application is submitted to Wellmark. However, we have learned the time from when the application is submitted electronically, to when it appears on the system may be longer than originally anticipated. Time required can range from 20 minutes to cycling over night, depending on the volume of business the system is handling on any given day.

It is our recommendation to allow one business day to make this call. Wellmark is working on a handout you can give to the member at time of application to assist with the collection of EFT banking information. In the meantime, the information the member needs to have when calling is listed below.

Who is authorized to make this call?

- The contract holder or spouse who is ALSO listed as the owner or joint owner of the account being used to pay premiums. EXAMPLE: Husband and wife contract with husband as the contract holder. Wife is allowed to call Wellmark as long as she is listed as a joint owner of the bank account.
- For single contracts where the contract holder is the bank account owner, the contract holder must provide this information.
- For minors only a parent or legal guardian who signed the minor's contract can provide the parent or legal guardian's account information.

2. Online at myWellmark

- a. Log in or register at Wellmark.com
- b. Select View Billing dashboard. This is in the "Manage my Policy" section
- c. Go to the "billing" tab at the top of the page and choose "Account Vault" from the drop-down menu

What your client will receive from Wellmark:

Shortly after time of application the member will receive a letter notification about final steps to update their banking. This letter outlines the steps necessary to log in to complete banking information. After all banking information is finalized, the member can look for their ID cards in a separate mailing approximately 7-10 days after submission.

COLLECTING BILLING INFORMATION

Please have the member call us at **(844) 548-1787** to provide this information. Please note that we ask that members wait one business day from application date to call us in order for our systems to be updated and our customer service associates to best assist them.

Below is what members will need when contacting Wellmark:

APPLICATION DATE: _____

CONTRACT HOLDER LAST NAME: _____

TRANSACTION ID* (optional): _____

BANK ROUTING NUMBER: _____

BANK ACCOUNT NUMBER: _____

MODE OF PAYMENT: MONTHLY SEMI-ANNUAL ANNUAL

** The Transaction ID is listed on the final screen in the IFP enrollment system and is available following the successful submission of an application*