



Centene Learning Center Training Site Access Instructions

Presentation for
All Users

Welcome!

Wellcare Annual Certification Training (ACT)

Instructions:

Wellcare encourages all Sales Agents to certify prior to **10/1** so you can begin discussing benefits with your clients!

Important Reminders:

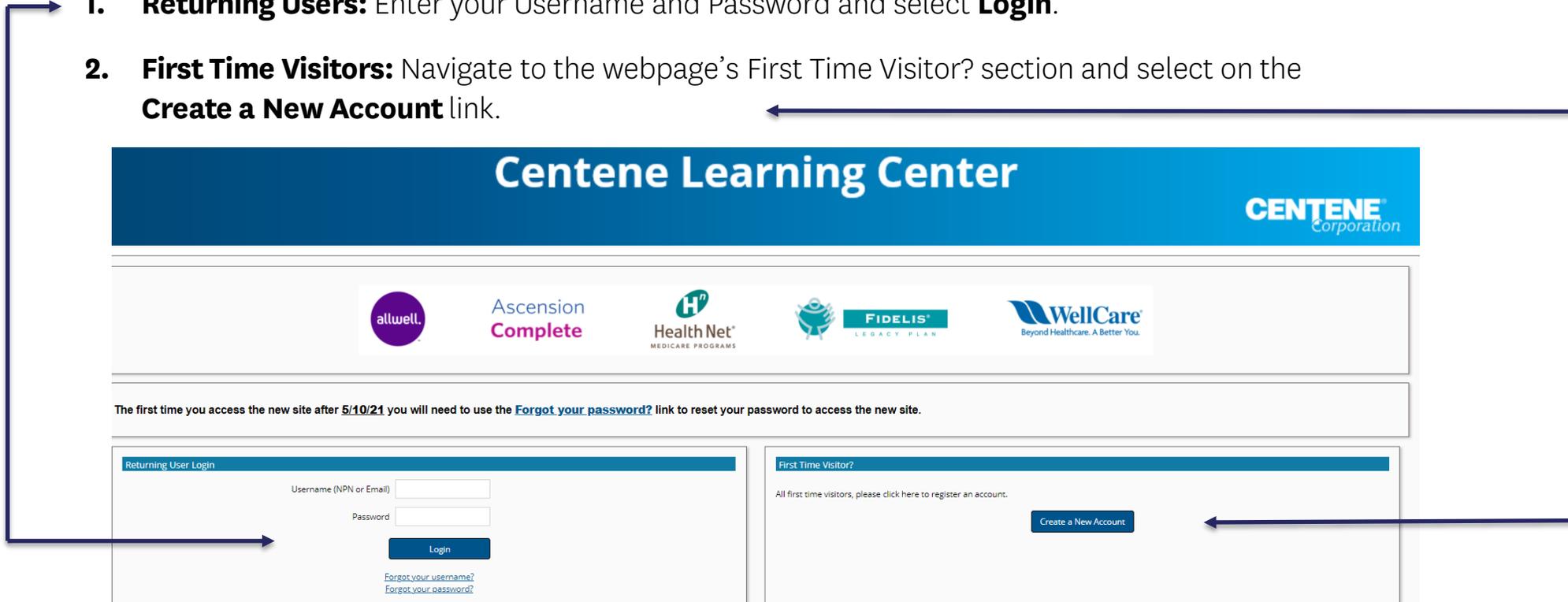
- Sales Agents are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions.
- Annual certification requirements must be met prior to marketing and/or selling Wellcare Medicare Advantage plans.

Get Medicare Certified!

To complete the Wellcare Annual Certification Training (ACT), follow these simple steps:

- Go to our Training Site at <https://wellcare.cmpsystem.com> to access the Wellcare Annual Certification Training (ACT).
- Once you are on the Centene Learning Center training site's main Login Page follow these steps:

1. **Returning Users:** Enter your Username and Password and select **Login**.
2. **First Time Visitors:** Navigate to the webpage's First Time Visitor? section and select on the **Create a New Account** link.

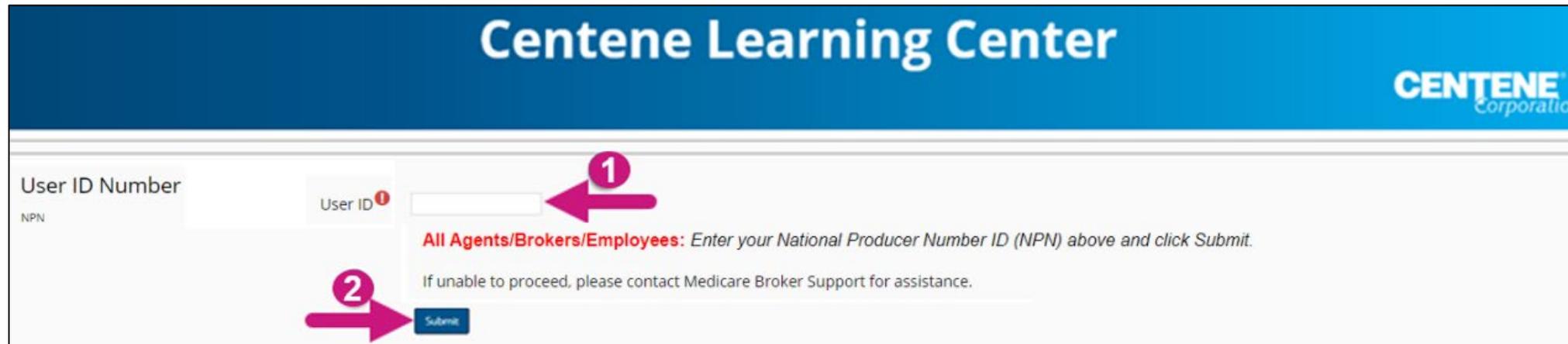


The screenshot shows the Centene Learning Center login page. At the top is a blue header with the text "Centene Learning Center" and the Centene Corporation logo. Below the header is a row of partner logos: allwell, Ascension Complete, Health Net, FIDELIS LEGACY PLAN, and WellCare. A notice states: "The first time you access the new site after 5/10/21 you will need to use the [Forgot your password?](#) link to reset your password to access the new site." There are two main sections: "Returning User Login" and "First Time Visitor?". The "Returning User Login" section has fields for "Username (NPN or Email)" and "Password", a "Login" button, and links for "Forgot your username?" and "Forgot your password?". The "First Time Visitor?" section has the text "All first time visitors, please click here to register an account." and a "Create a New Account" button. Blue arrows from the text above point to the "Login" button and the "Create a New Account" button.

Returning Users Only:

If you are a Returning User, follow these simple steps to begin training:

1. **All Agents/Brokers/Employees:** Enter your National Producer Number ID (NPN).
2. Select **Submit** to continue.



The screenshot shows the 'Centene Learning Center' interface. At the top right is the 'CENTENE Corporate' logo. Below the header is a form with the following elements:

- A label 'User ID Number' with 'NPN' written below it.
- A text input field labeled 'User ID' with a red '1' in a circle and a pink arrow pointing to it.
- A red instruction: **All Agents/Brokers/Employees:** Enter your National Producer Number ID (NPN) above and click Submit.
- A blue 'Submit' button with a red '2' in a circle and a pink arrow pointing to it.
- A line of text below the button: 'If unable to proceed, please contact Medicare Broker Support for assistance.'

Returning Users Only:

Follow these simple steps to begin training:

- In the **My Certifications** section, you will find your assigned training. Select the **2022 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2022)** the **2022 Wellcare ACT** will be unlocked when training becomes available.
- In the **Welcome to the 2022 Wellcare ACT Journey to a Successful Season** section, select the **2022 Wellcare ACT Journey to a Successful Season Training** link to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.

My Certifications

[2022 Wellcare ACT Journey to a Successful Season](#) 0%

Welcome to the 2022 Wellcare ACT Journey to a Successful Season
Please follow the links below to progress through the training. Everything must be completed in order, and components will unlock as you meet the requirements.

[2022 AHIP Medicare Training](#)

[2022 Wellcare ACT Journey to a Successful Season Training](#)

2022 Wellcare ACT Know Your Product
Not available Not available unless: The activity [2022 Wellcare ACT Journey to a Successful Season](#) is marked complete

2022 Wellcare ACT Mastery Exam
Not available Not available unless: The activity [2022 Wellcare ACT Know Your Product](#) is marked complete

2022 Wellcare ACT Journey to a Successful Season Certificate
Not available Not available unless: The activity [2022 Wellcare ACT Mastery Exam](#) is marked complete

Welcome to the 2022 Wellcare ACT Journey to a Successful Season
Please follow the links below to progress through the training. Everything must be completed in order, and components will unlock as you meet the requirements.

[2022 AHIP Medicare Training](#)

[2022 Wellcare ACT Journey to a Successful Season Training](#)

[2022 Wellcare ACT Know Your Product](#)

[2022 Wellcare ACT Mastery Exam](#)

2022 Wellcare ACT Journey to a Successful Season Certificate
Not available Not available unless: The activity [2022 Wellcare ACT Mastery Exam - Sales Support](#) is marked complete

First Time Visitors

Follow these simple steps:

Follow the screen instructions to complete the Training Site registration step for first time visitors:

1. **All Agents/Brokers/Employees:** Enter your National Producer Number ID (NPN).
2. Select **Submit** to continue.

The screenshot shows the 'Centene Learning Center' registration page. At the top, there is a blue header with the text 'Centene Learning Center' and the 'CENTENE Corporate' logo. Below the header, the form is titled 'User ID Number' with 'NPN' written below it. There is a text input field labeled 'User ID' with a red '1' in a circle and a pink arrow pointing to it. Below the input field, there is a red instruction: 'All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit.' Below this instruction, there is a line of text: 'If unable to proceed, please contact Medicare Broker Support for assistance.' At the bottom of the form, there is a blue 'Submit' button with a red '2' in a circle and a pink arrow pointing to it.

Registration Step 1 of 3

As a First Time User, you must Register to begin:

- Begin Step 1 of 3 of the registration process by verifying the information populated in the **Last name** field is accurate.
- Continue by filling in the highlighted fields and select **Submit** to proceed.

The screenshot shows a registration form titled "Step 1 of 3" with a sub-section "Confidential Information". It contains three input fields, each with a red information icon to its left. The first field is for "Last name" with the placeholder "Enter last name on the account". The second field is for "DOB" with the placeholder "Enter date of birth (mm/dd/yyyy)" and the text "mm/dd/yyyy" highlighted in yellow. The third field is for "Last 4 Digits of SSN" with the placeholder "Enter last 4 digits of social security number" and the text highlighted in yellow. A blue "Submit" button is at the bottom right, with a pink arrow pointing to it. A footer note states: "There are required fields in this form marked ⓘ".

Note: All fields marked with a ⓘ are required.

Registration Step 2 of 3

Continue the registration process:

- Verify the information that has been pre-populated in the following fields:
 - Personal Information
 - Name
 - National Producer Number (NPN)
- Provide a password in the highlighted field to access the training site. The password must have at least 12 characters.
- If the information in any of these fields appear inaccurate, update accordingly.

The screenshot displays a registration form with three main sections, each highlighted with a pink box:

- Personal Information:** This section includes fields for First name, Middle name, Last name, Suffix, Designation, Company name, Job title, and Phone number. The First name, Last name, and Designation fields are marked with a red exclamation mark icon, indicating they are required.
- National Producer Number:** This section includes a field for NPN and a Confirm NPN field. The NPN field is marked with a red exclamation mark icon. A blue button labeled "FIND MY NPN" is located below the NPN field.
- Password:** This section includes a Password field and a Confirm password field. Both fields are marked with a red exclamation mark icon. The Password field has a yellow button labeled "Click to enter text" and a blue button labeled "Enter Password". The Confirm password field has a yellow button labeled "Click to enter text" and a blue button labeled "Verify Password".

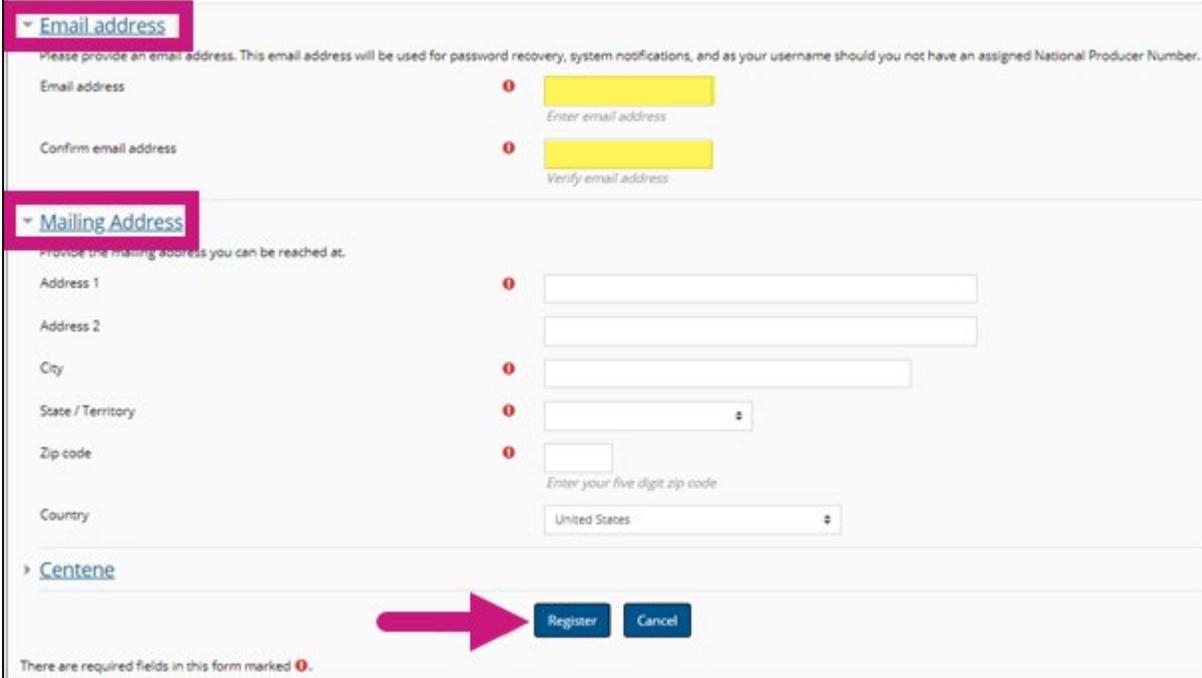
Note: All fields marked with a  are required.

Registration Step 2 of 3 (cont.)

Continue the registration process:

- Provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number (NPN).
- Continue verifying the information that has been pre-populated data in the following field:
 - **Mailing Address**
- If the information in the any of these fields appear inaccurate, update accordingly.
- Select the **Register** button.

Note: All fields marked with a  are required.



The screenshot displays a registration form with two main sections: "Email address" and "Mailing Address".

Email address section: Includes a heading "Email address" and a sub-heading "Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number." It contains two input fields: "Email address" and "Confirm email address". Both fields are marked with a red information icon (i) and have a yellow highlight. The "Email address" field has the placeholder text "Enter email address" and the "Confirm email address" field has the placeholder text "Verify email address".

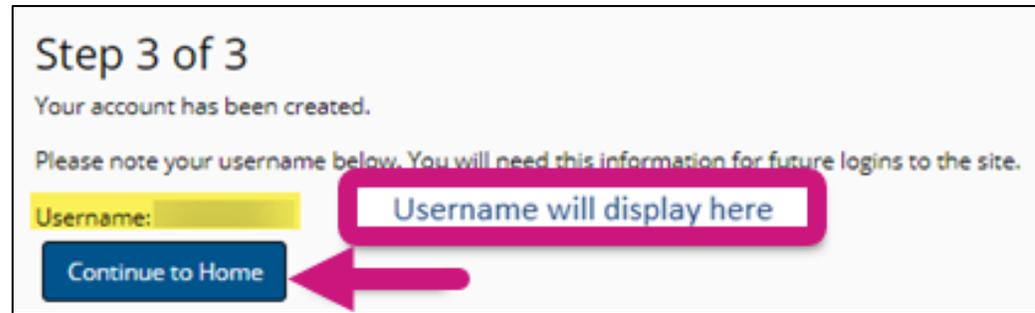
Mailing Address section: Includes a heading "Mailing Address" and a sub-heading "Provide the mailing address you can be reached at." It contains five input fields: "Address 1", "Address 2", "City", "State / Territory", and "Zip code". All five fields are marked with a red information icon (i). The "State / Territory" field is a dropdown menu, and the "Zip code" field has the placeholder text "Enter your five digit zip code". The "Country" field is a dropdown menu pre-populated with "United States".

At the bottom of the form, there is a "Centene" link and two buttons: "Register" and "Cancel". A pink arrow points to the "Register" button. A footer note states: "There are required fields in this form marked .

Registration Step 3 of 3

Continue the registration process:

- Your **Username** will be displayed. This will be your National Producer Number (NPN), used to access the site.
- Select **Continue to Home** which will route you to the home page of the Learning Center.



The screenshot shows a registration confirmation screen titled "Step 3 of 3". The text reads: "Your account has been created. Please note your username below. You will need this information for future logins to the site." Below this text is a yellow input field labeled "Username:" containing the text "Username will display here". A pink arrow points from this field to a blue button labeled "Continue to Home".



Helpful Hint!

Remember to store your username and password in a secure location.

Wellcare ACT Assignment

Follow these simple steps to begin training:

- In the **My Certifications** section, you will find your assigned training. Select the **2022 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2022)** the **2022 Wellcare ACT** will be unlocked when training becomes available.
- In the **Welcome to the 2022 Wellcare ACT Journey to a Successful Season** section, select the **2022 Wellcare ACT Journey to a Successful Season Training** link to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.

The image displays three sequential screenshots of the Wellcare ACT training interface, illustrating the user's progress through the assignment.

Top Screenshot: My Certifications
 This screenshot shows the 'My Certifications' section with a list of training items. A pink arrow points to the link '2022 Wellcare ACT Journey to a Successful Season' which is accompanied by a circular progress indicator showing 0% completion.

Middle Screenshot: Welcome to the 2022 Wellcare ACT Journey to a Successful Season
 This screenshot shows the 'Welcome' page with a list of training items. A pink arrow points to the link '2022 Wellcare ACT Journey to a Successful Season Training'. Below this link, the text '2022 Wellcare ACT Know Your Product' is shown as 'Not available unless: The activity 2022 Wellcare ACT Know Your Product is marked complete'.

Bottom Screenshot: Welcome to the 2022 Wellcare ACT Journey to a Successful Season
 This screenshot shows the 'Welcome' page with a list of training items. A pink arrow points to the link '2022 Wellcare ACT Mastery Exam'. Below this link, the text '2022 Wellcare ACT Journey to a Successful Season Certificate' is shown as 'Not available unless: The activity 2022 Wellcare ACT Mastery Exam - Sales Support is marked complete'.

We're Here to Help!

If you have any questions, concerns or need assistance with any of the instructions provided pertaining to the **Centene Learning Center**, please feel free to contact Medicare Broker Support.

Centene Learning Center: <https://wellcare.cmpsystem.com>

Medicare Broker Support

For all health plans:

Call: 1-866-822-1339

Hours: M – F, 8:00 a.m. - 8:00 p.m. ET (excluding holidays)

If assistance is needed pertaining to the **AHIP Training Site**, please contact AHIP's Technical Support department. Centene Medicare Broker Support will be unable to assist with any AHIP site questions and/or issues.

AHIP Training Site: ahipmedicaretraining.com

Technical Support

Phone: 866.234.6909

Email: Support@AHIPInsuranceEducation.org

