

*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 **10/01** 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 the Simple Process Below:

- 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:
 - Returning Users:** Enter your Username and Password and click "Login".
 - First Time Visitors:** Navigate and click on to the "Create a New Account" link on the webpage under the "First Time Visitor?" section.

Centene Learning Center



Ascension
Complete



FIDELIS
LEGACY PLAN

WellCare
Beyond Healthcare. A Better You.

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.

Returning User Login

Username (NPN or Email)

Password

Login

[Forgot your username?](#)
[Forgot your password?](#)

First Time Visitor?

All first time visitors, please click here to register an account.

Create a New Account

Returning Users Only:

If you are a Returning User, Follow the Simple Process Below to begin training:

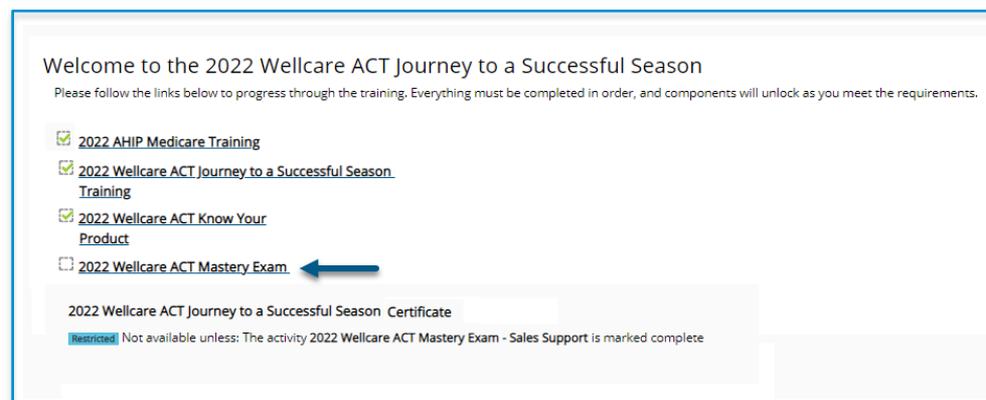
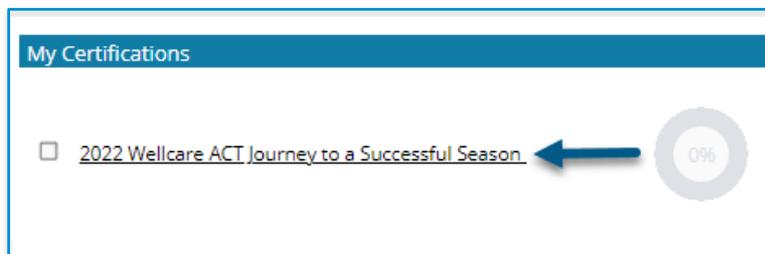
1. **Centene Employees:** Enter your Centene Network ID (CN#) number.
All Other Agents: Enter your National Producer Number ID (NPN).
2. Click **“Submit”** to continue.

The screenshot shows the 'Centene Learning Center' login page. At the top, there is a blue header with the 'CENTENE Corporation' logo. Below the header, the form is titled 'Employee ID Number'. It features a text input field labeled 'CNID/NPN' with a red asterisk indicating it is a required field. A blue arrow with the number '1' points to this input field. Below the input field, there are two lines of red text: 'Centene Employees: Enter your Centene Network ID (CN#) number above and click Submit.' and 'All Other Agents: Enter your National Producer Number ID (NPN) above and click Submit.' Below this text, there is a blue arrow with the number '2' pointing to a blue 'Submit' button. At the bottom left of the form, there is a small red icon and the text 'There are required fields in this form marked *'. Below the form, there is a line of text that reads 'If unable to proceed, please contact Medicare Broker Services for assistance.'

Returning Users Only:

Follow the Simple Process Below to begin training:

- In the **My Certifications** section, you will find your assigned training. Click on **“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, click on **“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.



First Time Visitors

Follow the Simple Process Below:

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

- 1. Centene Employees:** Enter your Centene Network ID (CN#) number.
All Other Agents: Enter your National Producer Number ID (NPN).
2. Click “**Submit**” to continue.

Centene Learning Center

CENTENE
Corporation

Employee ID Number

CNID/NPN

1

Centene Employees: Enter your Centene Network ID (CN#) number above and click Submit.
All Other Agents: Enter your National Producer Number ID (NPN) above and click Submit.

2

Submit

If unable to proceed, please contact Medicare Broker Services for assistance.

There are required fields in this form marked

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 click “**Submit**” to proceed.

Step 1 of 3

▼ [Confidential Information](#)

Please fill out the following required fields:

| | | |
|----------------------|---|---|
| Last name | <input type="text"/> | ❗ |
| DOB | <input type="text" value="mm/dd/yyyy"/> | ❗ |
| Last 4 Digits of SSN | <input type="text"/> | ❗ |

Enter last 4 digits of social security number

←

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 shows a registration form with three main sections:

- Personal Information:** Includes fields for Prefix, First name (pre-filled with 'Test'), Middle name, Last name (pre-filled with 'Broker'), Suffix, Designation, Company name, Job title, and Phone number. Red exclamation marks are next to the First name and Last name fields.
- National Producer Number:** Includes a text box for NPN (pre-filled with '652020250') and a 'FIND MY NPN' button. Below it is a 'Confirm NPN' field (pre-filled with '652020250') and a 'Verify NPN' button. Red exclamation marks are next to both NPN and Confirm NPN fields.
- Password:** Includes a text box for Password and a 'Confirm password' field. Red exclamation marks are next to both fields. A note above the fields states: "Provide a password to access the system. The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls".

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.
- Click **“Register”**

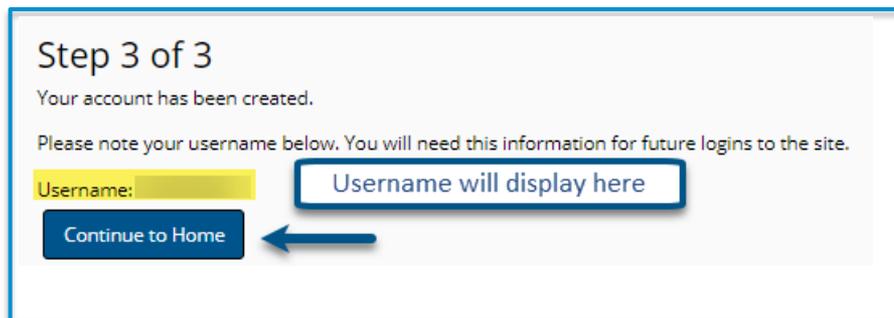
The screenshot displays a registration form with two main sections: 'Email address' and 'Mailing Address'. Both sections are highlighted with red boxes. The 'Email address' section includes fields for 'Email address' and 'Confirm email address', both marked with a red exclamation point icon. The 'Mailing Address' section includes fields for 'Address 1', 'Address 2', 'City', 'State / Territory', 'Zip code', and 'Country', all marked with a red exclamation point icon. A blue arrow points to the 'Register' button. A note at the bottom states: 'There are required fields in this form marked [red exclamation point icon]'.

Note: All fields marked with a  are required.

Registration Step 3 of 3

Complete the registration process:

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



The screenshot shows a 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, there is a yellow highlighted area labeled "Username:" followed by a box containing the text "Username will display here". A blue arrow points from this box to a blue button labeled "Continue to Home".



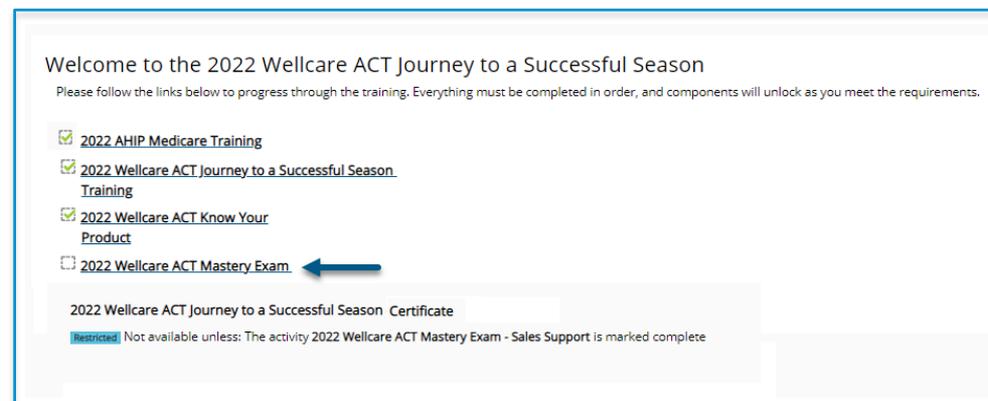
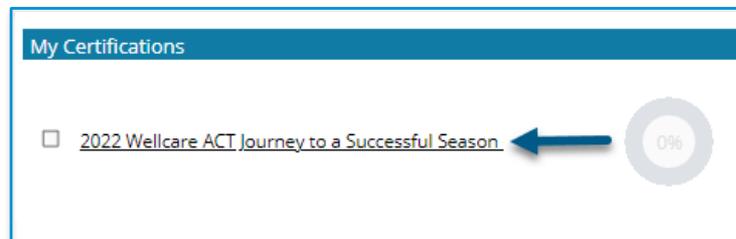
Helpful Hint!

Remember to store your user name and password in a secure location.

Wellcare ACT Assignment

Follow the Simple Process Below to begin training:

- In the **My Certifications** section, you will find your assigned training. Click on **“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, click on **“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.



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

