



Centene Workbench Training Center 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:

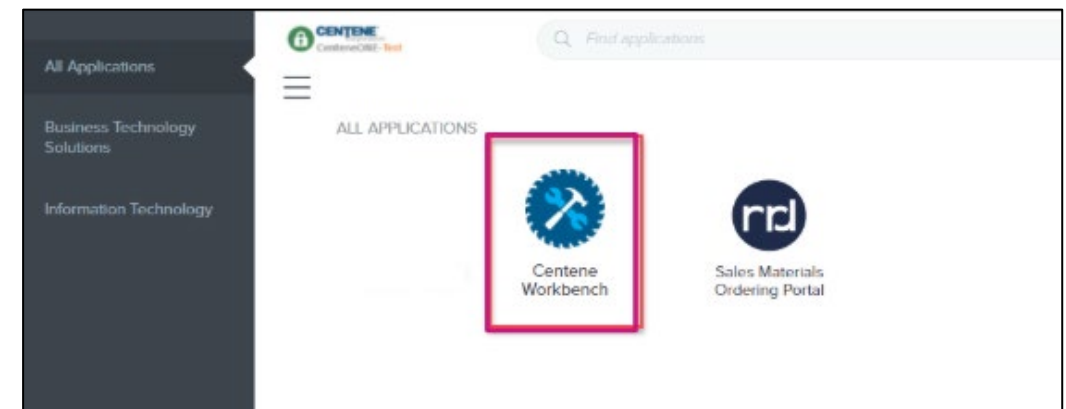
- Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions (if applicable).
- Annual certification requirements must be met prior to marketing and/or selling Wellcare Medicare Advantage plans.

Get Medicare Certified!



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

- Use the PingOne Single Sign-On (SSO) Portal to access the Centene Workbench Training Center via a personalized Single Sign-On access link.
- Select the **Centene Workbench** icon to proceed to access your training.

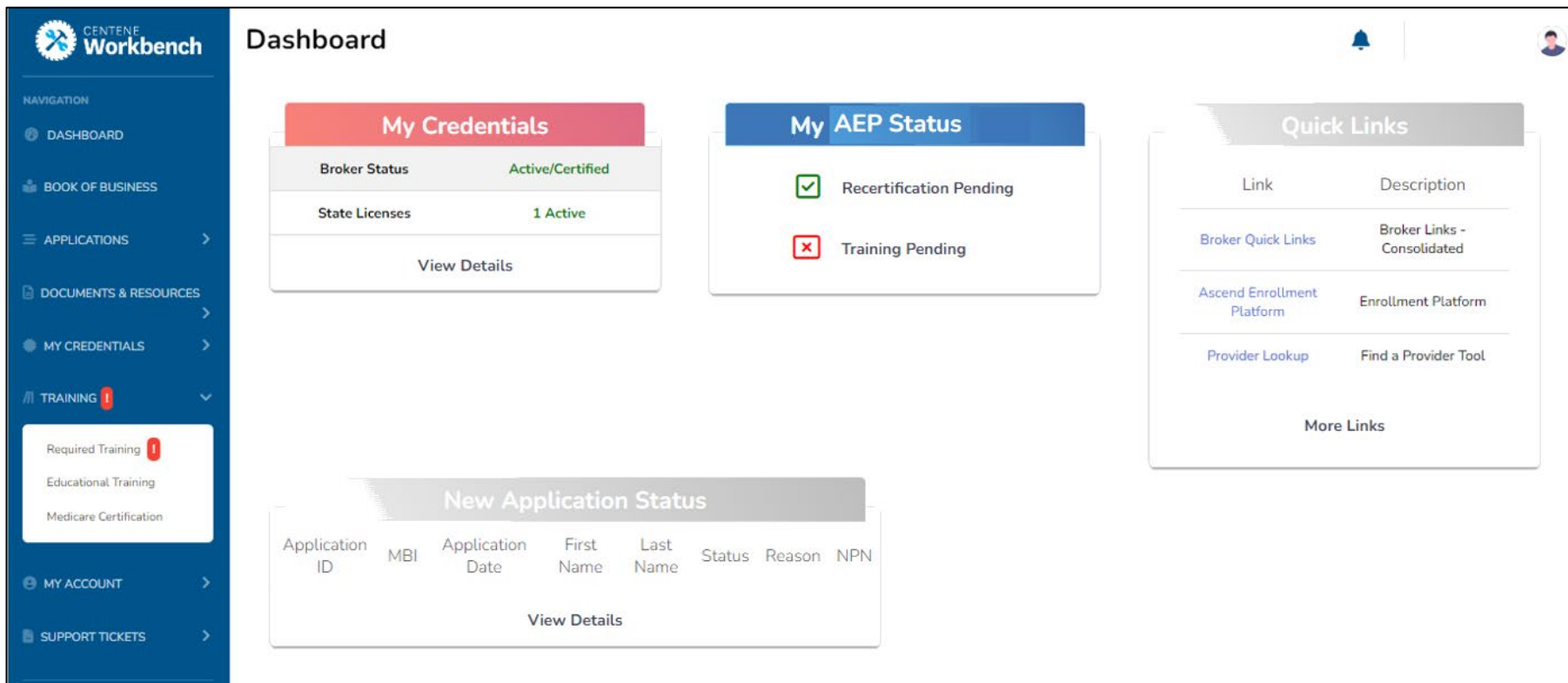
A screenshot of the CenteneONE login interface. It features the Centene Corporation logo at the top left, followed by "CenteneONE" text. Below the logo are input fields for "Username" and "Password", a "Sign On" button, and a "Forgot Password" link. At the bottom, it says "If you need assistance, please contact the Agent Support line at 866-822-1339."

Accessing Wellcare ACT as a Returning Portal User



Returning Portal Users Only

Once logged into Centene Workbench, the **Dashboard** will appear. From the **Dashboard** page, it will display the **My AEP Status**, and the **Navigation** menu will display training alerts if training is assigned and needs to be completed, and access to training transcripts.



The screenshot shows the Centene Workbench Dashboard. On the left is a blue navigation sidebar with the following menu items: DASHBOARD, BOOK OF BUSINESS, APPLICATIONS, DOCUMENTS & RESOURCES, MY CREDENTIALS, TRAINING (with a red alert icon), MY ACCOUNT, and SUPPORT TICKETS. The main content area is titled "Dashboard" and features several widgets:

- My Credentials** (pink header):

Broker Status	Active/Certified
State Licenses	1 Active
View Details	
- My AEP Status** (blue header):

<input checked="" type="checkbox"/>	Recertification Pending
<input type="checkbox"/>	Training Pending
- Quick Links** (grey header):

Link	Description
Broker Quick Links	Broker Links - Consolidated
Ascend Enrollment Platform	Enrollment Platform
Provider Lookup	Find a Provider Tool
More Links	
- New Application Status** (grey header):

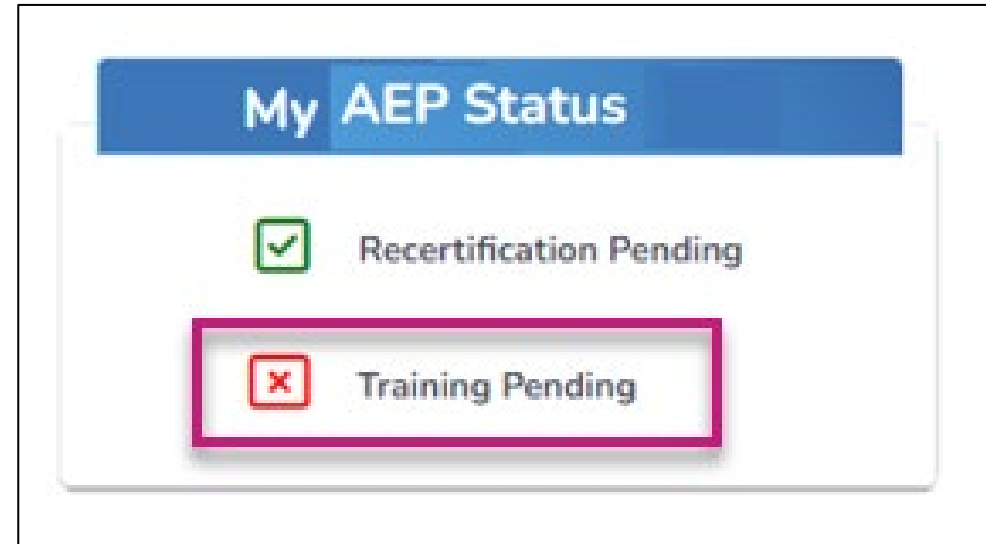
Application ID	MBI	Application Date	First Name	Last Name	Status	Reason	NPN
View Details							

Below the navigation sidebar, there is a "Required Training" section with a red alert icon, listing "Educational Training" and "Medicare Certification".

Dashboard - My AEP Status (Pending)

The Dashboard displays a **My AEP Status** widget that will help provide status of your annual certification status “Wellcare ACT and/or Medicare Certification training”.

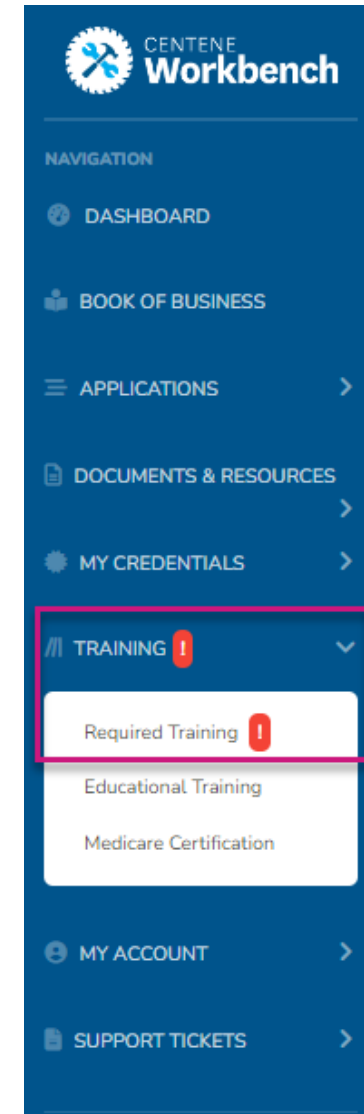
Status will display **Training Pending** when the Wellcare ACT / Medicare training has not been completed in its entirety.



Navigation Menu - Training

To the left of your **Dashboard**, is the **Navigation** menu.

- Within the **Navigation** menu, a red alert notification will display next to **Training** if training has been assigned and needs to be completed.
- From the Navigation menu, select **Training** to reveal a sub-menu.
- Select **Required Training** from the sub-menu to proceed.



Required Training – Wellcare ACT



Follow these simple steps to begin training:

- In the **Open Assigned Trainings** section of the **Required Training** page, you will find your assigned training. Select the **2025 Wellcare ACT Journey to a Successful Season** training. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.
- Select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.

Confidential and Proprietary Information

Required Training

Open Assigned Trainings

NOT STARTED

Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a
This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

START	Wellcare ACT Journey to a Successful Season
LOCKED	Wellcare ACT Know Your Product <small>You must first complete the above training component(s) to unlock this component.</small>
LOCKED	Wellcare ACT Mastery Exam <small>You must first complete the above training component(s) to unlock this component.</small>
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training <small>Access to Medicare Certification Vendors: E.g., AHIP, EvolveNXT (options vary).</small>

Required Training

Open Assigned Trainings

IN PROGRESS (50%)

Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component
This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

COMPLETED	Wellcare ACT Journey to a Successful Season - Completed - 06/18/2024
COMPLETED	Wellcare ACT Know Your Product - Completed - 06/18/2024
START	Wellcare ACT Mastery Exam
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training <small>Access to Medicare Certification Vendors: E.g., AHIP, EvolveNXT (options vary).</small>

Required Training – Medicare Certification

- Within the **2025 Wellcare ACT Journey to a Successful Season** training course, select the **REVIEW** button to access the Medicare Certification + Fraud, Waste, and Abuse Training.
- Select **PROCEED** to be redirected to the **Medicare Certification Training Vendors** page.

Required Training

Open Assigned Trainings

Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of annual certification. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation payment ineligibility (if applicable).

COMPLETED	Wellcare ACT Journey to a Successful Season - Completed - 06/10/2024
COMPLETED	Wellcare ACT Know Your Product - Completed - 06/10/2024
COMPLETED	Wellcare ACT Mastery Exam - Completed - 06/10/2024
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training Access to Medicare Certification Vendors: E.g., AHIP, NABIP, EvolveNXT (options vary).

Confirmation

Viewing this component will redirect you to the Wellcare Medicare Certification Training Vendors page. Select Proceed to continue.

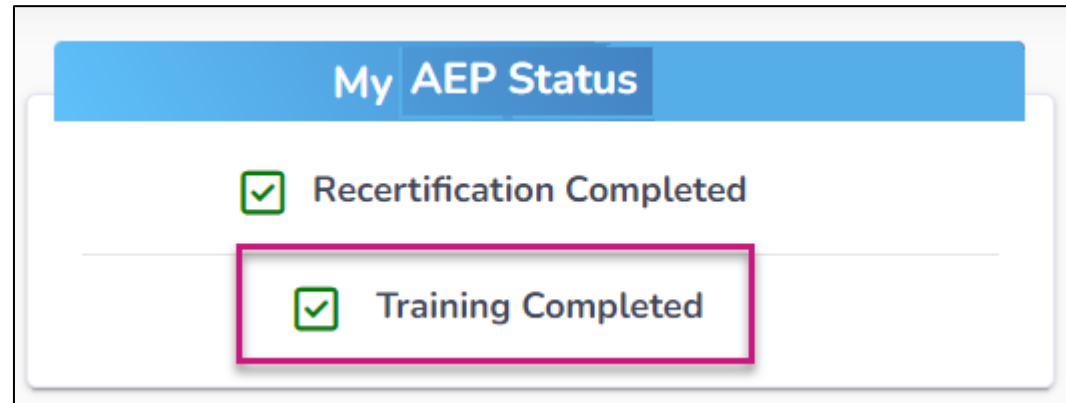
CANCEL PROCEED

Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, NABIP, and EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.

Dashboard - My AEP Status (Completed)

Once Wellcare ACT and Medicare Certification training and testing have been successfully completed, the **My AEP Status** widget located on the **Dashboard** will update.

This section will display **Training Completed** once all required training has been satisfied.



Accessing Wellcare ACT as an Onboarding Portal User



Onboarding Portal Users Only



When you access the Centene Workbench icon, the **My Certification Cases** page will appear. On the left of this page, is the **Navigation** menu.

- Within the **Navigation** menu, a red alert notification will display next to **Required Training** if training has been assigned and needs to be completed.
- From the **Navigation** menu, select **Required Training** to proceed.

A screenshot of the Centene Workbench "My Certification Cases" page. On the left is a blue navigation sidebar with the "CENTENE Workbench" logo at the top. Below the logo are two menu items: "MY CERTIFICATION CASES" and "REQUIRED TRAINING". The "REQUIRED TRAINING" item is highlighted with a red box and has a red alert icon (a circle with an exclamation mark) next to it. The main content area is titled "My Certification Cases" and features a search bar labeled "Search by Name:". Below the search bar is a table with the following columns: Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. The table contains one entry: Name (redacted), LOB: Medicare Advantage, Year: 2024, Type: Contract Recertification, NPN (redacted), Sales Level: Broker, Submitted By (redacted), Creation Date: 04/16/2024, and Status: Submitted. Below the table, it says "Showing 1 to 1 of 1 entries". At the bottom right of the table area are pagination controls: "FIRST", "PREVIOUS", "1" (highlighted in a blue circle), "NEXT", and "LAST".

Required Training – Wellcare ACT



Follow these simple steps to begin training:

- In the **Open Assigned Trainings** section of the **Required Training** page, you will find your assigned training. Select the **2025 Wellcare ACT Journey to a Successful Season** training. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.
- Select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.

Confidential and Proprietary Information

Required Training

Open Assigned Trainings

NOT STARTED

Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a
This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

START	Wellcare ACT Journey to a Successful Season
LOCKED	Wellcare ACT Know Your Product You must first complete the above training component(s) to unlock this component.
LOCKED	Wellcare ACT Mastery Exam You must first complete the above training component(s) to unlock this component.
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training Access to Medicare Certification Vendors: E.g., AHIP, EvolveNXT (options vary).

Required Training

Open Assigned Trainings

IN PROGRESS (50%)

Wellcare ACT Journey to a Successful Season

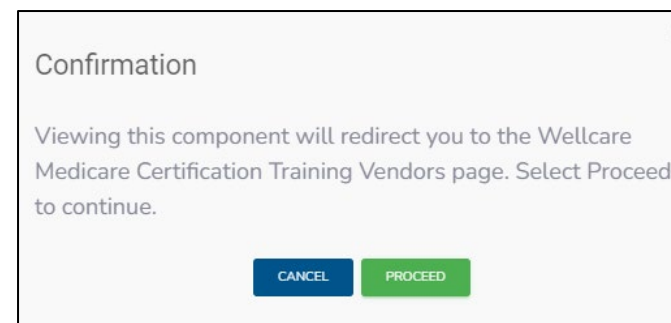
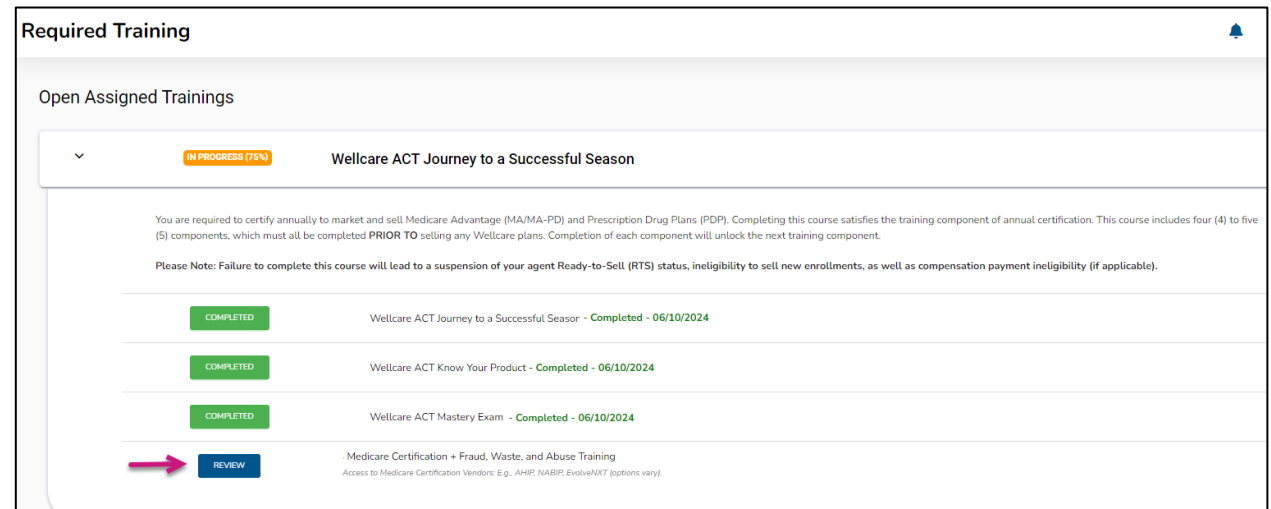
You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a
This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

COMPLETED	Wellcare ACT Journey to a Successful Season - Completed - 06/18/2024
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START	Wellcare ACT Mastery Exam
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training Access to Medicare Certification Vendors: E.g., AHIP, EvolveNXT (options vary).

Required Training – Medicare Certification

- Within the **2025 Wellcare ACT Journey to a Successful Season** training course, select the **REVIEW** button to access the Medicare Certification + Fraud, Waste, and Abuse Training.
- Select **PROCEED** to be redirected to the **Medicare Certification Training Vendors** page.



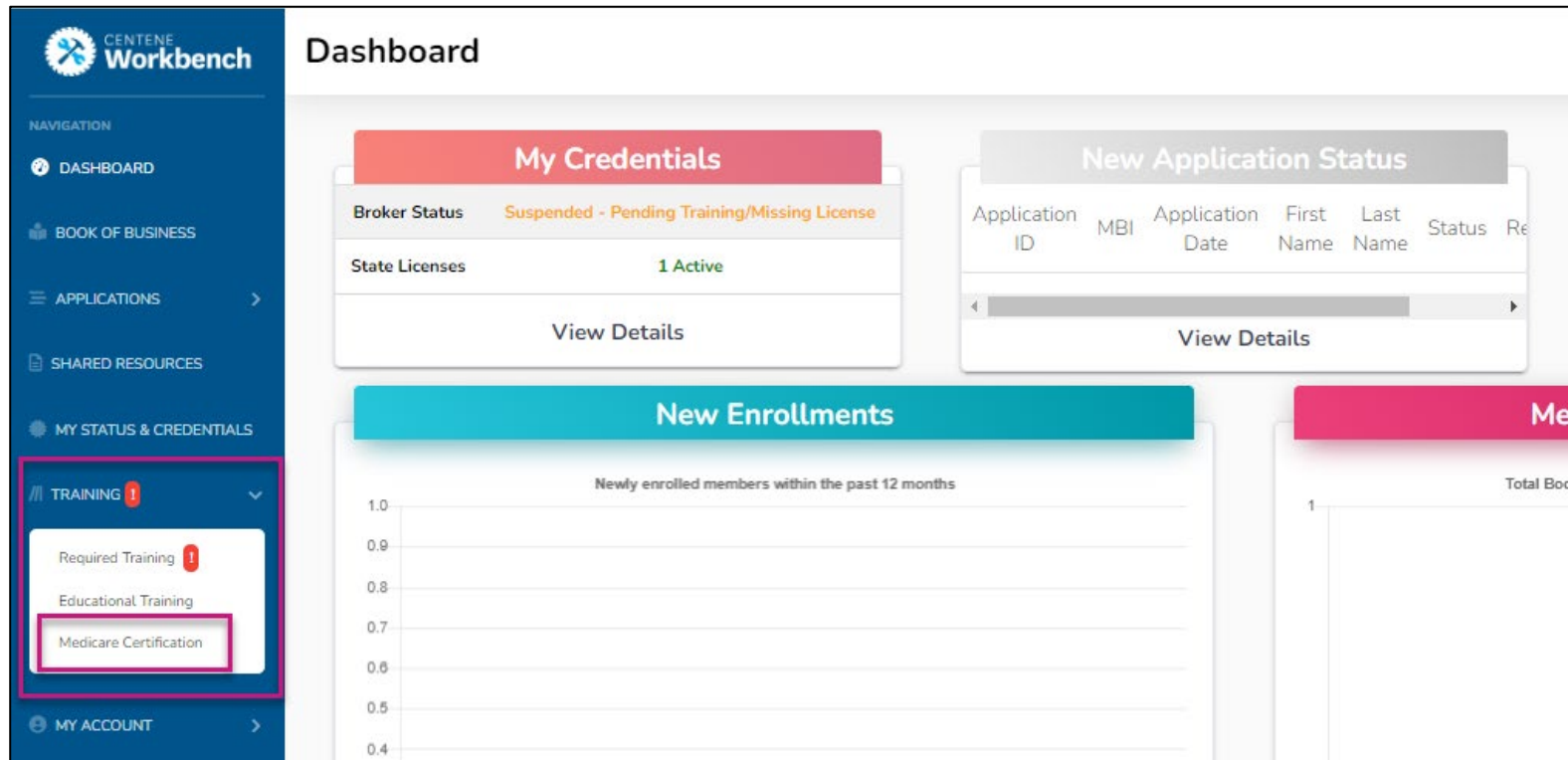
Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, NABIP, and EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.

Medicare Certification Training



Medicare Certification

- Go to the **Navigation menu** located to the left of the **Dashboard** page. From the **Navigation** menu, select **Training** to reveal the sub-menu.
- Select **Medicare Certification** from the sub-menu to be redirected to the **Medicare Certification Training Vendors** page.



Medicare Certification Vendors Page



Once on the **Medicare Certification Vendors** page, select the dropdown arrow to expand the **Medicare Training** sections. The Medicare Certification and Fraud, Waste, and Abuse Training no longer needs to be completed prior to accessing the **2025 Wellcare ACT Journey to a Successful Season** training course. Both components will be unlocked.

A screenshot of the "Medicare Certification Vendors" page. At the top, the title "Medicare Certification Vendors" is displayed next to a bell icon. Below the title, a section titled "Medicare Certification and Fraud, Waste, and Abuse Training" contains a paragraph: "To comply with Wellcare's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually." Below this, a red message states: "Our records indicate that you have not completed your required Medicare Certification vendor training for this year. Please review your option(s) below. (Only one certification completion is required)." There are two expandable sections. The first is labeled "AHIP - Medicare Certification and Fraud, Waste, and Abuse Training" and the second is labeled "NABIP - Medicare Certification and Fraud, Waste, and Abuse Training". Each section has a dropdown arrow on the left, with a pink arrow pointing to it in the image. At the bottom of the page is a blue button labeled "MEDICARE CERTIFICATION HISTORY".

Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, NABIP, and EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.

Medicare Certification Vendors Page

(cont.)

- Once the sections are expanded, select the Medicare training available for your Producer Type.
- Upon completion, the various CMS-approved Medicare Certification partners may require you to add Centene/Wellcare as an affiliate corporation in your account, so your completion records can be transmitted to Centene/Wellcare.

Medicare Certification Vendors

Medicare Certification and Fraud, Waste, and Abuse Training
To comply with Wellcare's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually.


Our records indicate that you have not completed your required Medicare Certification vendor training for the 2025 year. Please review your option(s) below. (Only one certification completion is required).

AHIP - Medicare Certification and Fraud, Waste, and Abuse Training

AHIP requires you to add Centene/Wellcare as an affiliate corporation in your AHIP account so we receive your AHIP completion records. Select the button below to complete AHIP certification.

If you have already completed AHIP certification for the 2025 plan year, please select the button below to add Centene/Wellcare as an affiliate corporation in your AHIP profile. Certification completion will update within 24 hours of your affiliation update.

Please Note: If you do not see the discounted/negotiated rate on the AHIP site, do not proceed with payment but submit a Support Ticket through the Centene Workbench Broker Portal. Reimbursements will not be issued for incorrect amounts charged/billed.




GO TO AHIP

NABIP - Medicare Certification and Fraud, Waste, and Abuse Training

NABIP requires you to add Centene/Wellcare as an affiliate corporation in your NABIP account so we receive your NABIP completion records. Select the button below to complete NABIP certification.

If you have already completed NABIP certification for the 2025 plan year, please select the button below to add Centene/Wellcare as an affiliate corporation in your NABIP profile. Certification completion will update within 24 hours of your affiliation update.



GO TO NABIP

Medicare Certification History



From the **Medicare Certification Vendors** page, select the **Medicare Certification History** button to view your year over year Medicare certification training results.

Medicare Certification Vendors

Medicare Certification and Fraud, Waste, and Abuse Training

To comply with Wellcare's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually.

Our records indicate that you have completed your required Medicare Certification vendor training for this plan year.

▼

✓ AHIP - Medicare Certification and Fraud, Waste, and Abuse Training

Medicare certification is complete. No further action is required.

GO TO AHIP

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MEDICARE CERTIFICATION HISTORY

Medicare Certification History

Provider	Year	Completion
AHIP	2024	07/05/2023

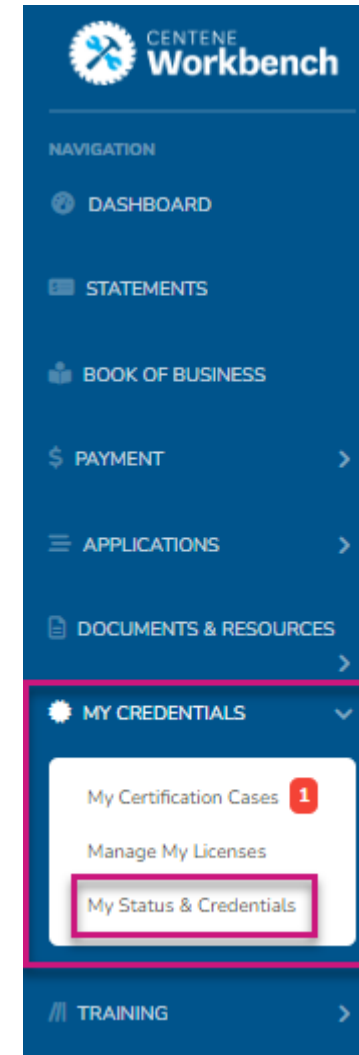
Transcripts



Navigation Menu – My Credentials

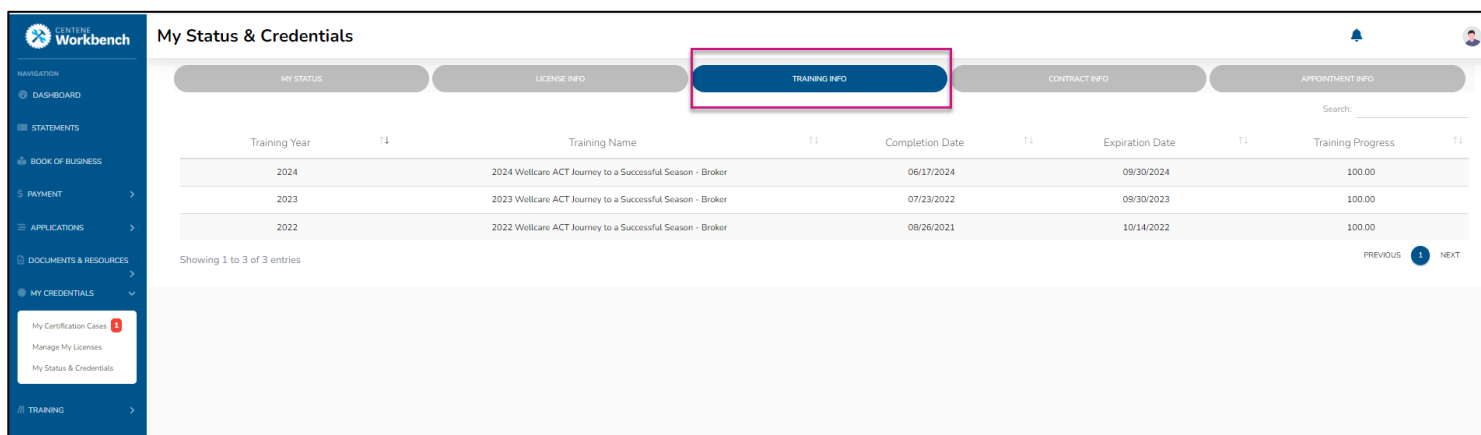
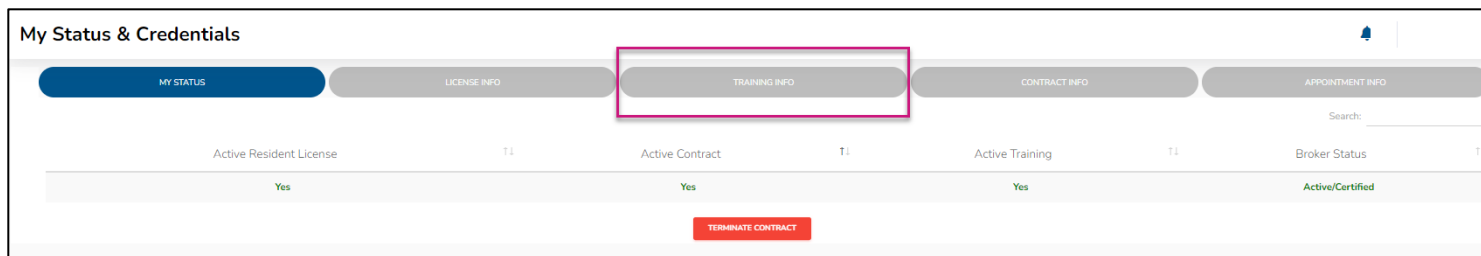
Follow these simple steps to locate your training transcripts once training has been completed:

- From the **Navigation** menu, select **My Credentials** to reveal a sub-menu.
- Select **My Status & Credentials** from the sub-menu to proceed.



My Status & Credentials Page

- Once on the **My Status & Credentials** page, select the **TRAINING INFO** tab.
- Within this section, the assigned/completed training will be listed.
- List will contain:
 - Training Year
 - Training Name
 - Completion Date of Training
 - Expiration Date of Training
 - Training Progress



We're Here to Help!



Our Broker Support Call Center is ready to assist you with questions related to the Centene Workbench Training Center.



Centene Workbench Training Center

Create a System Support Ticket in Centene Workbench

- Or -

Contact Medicare Broker Support

For all health plans:

Phone: 1-866-822-1339

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

We're Here to Help! (cont.)



If assistance is needed for the AHIP or NABIP Training Sites, please contact their Technical Support departments. Centene Medicare Broker Support is unable to assist with any AHIP or NABIP site questions and/or issues.



AHIP Training Site contact information:

Website: ahipmedicaretraining.com

Technical Support Phone: 866-234-6909

Email: Support@AHIPInsuranceEducation.org

NABIP Training Site contact information:

Website: nabip.org

Technical Support Phone: 844-257-0990

Email: professionaldevelopment@nabip.org