



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!

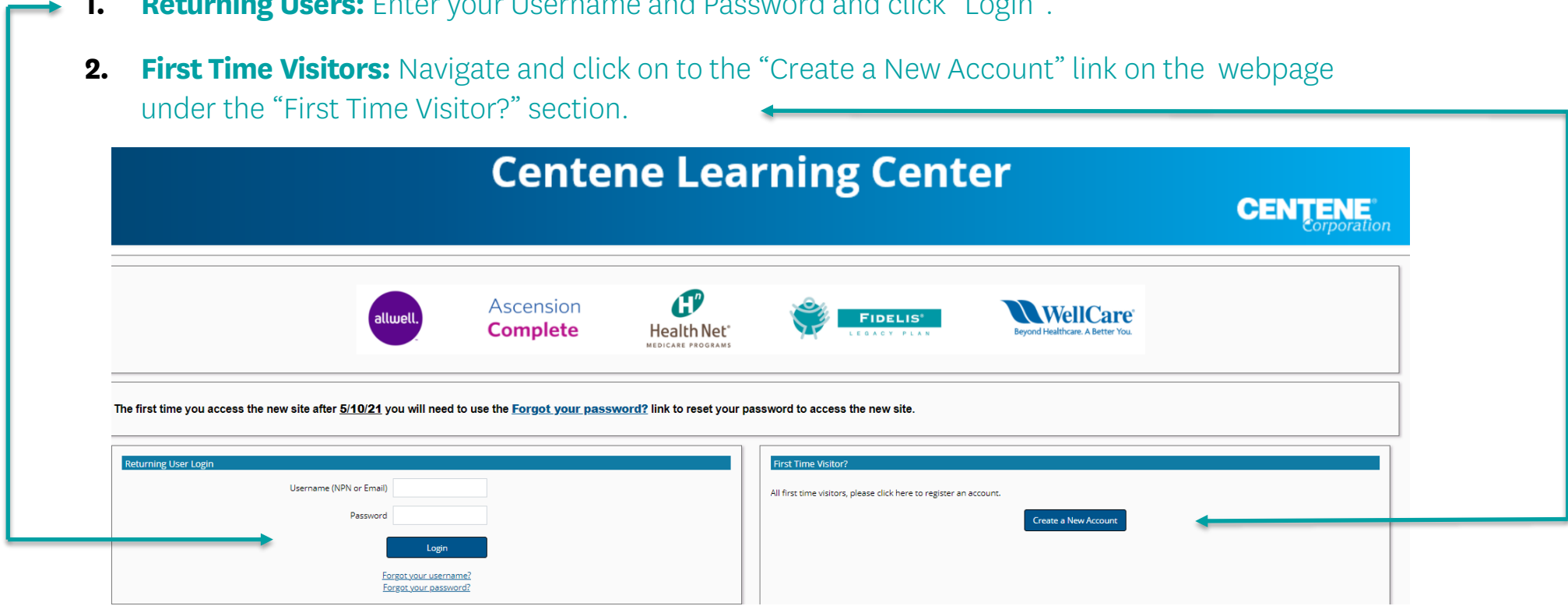
Important Reminders:

- 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 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.

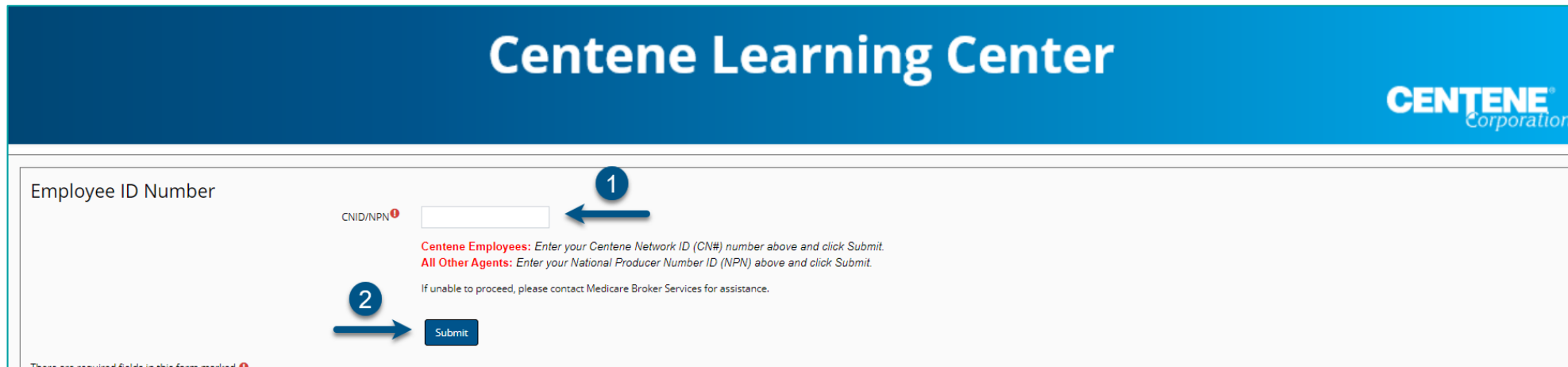


The screenshot shows the Centene Learning Center login page. At the top is a blue header with "Centene Learning Center" and the Centene Corporation logo. Below the header is a row of partner logos: allwell, Ascension Complete, Health Net, FIDELIS LEGACY PLAN, and WellCare. A notice states: "The first 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. Red arrows point from the text instructions to the corresponding fields and buttons on the page.

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



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

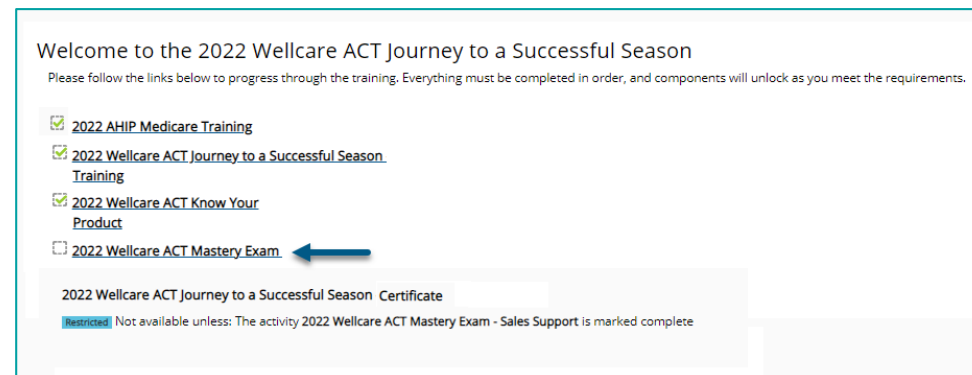
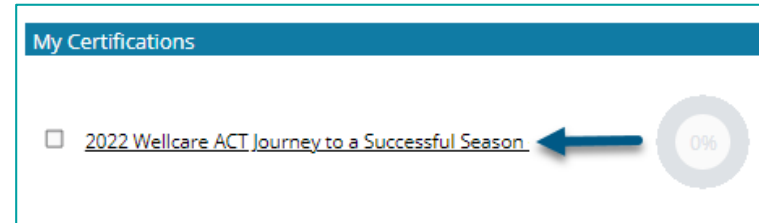
If unable to proceed, please contact Medicare Broker Services for assistance.

There are required fields in this form marked *

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.

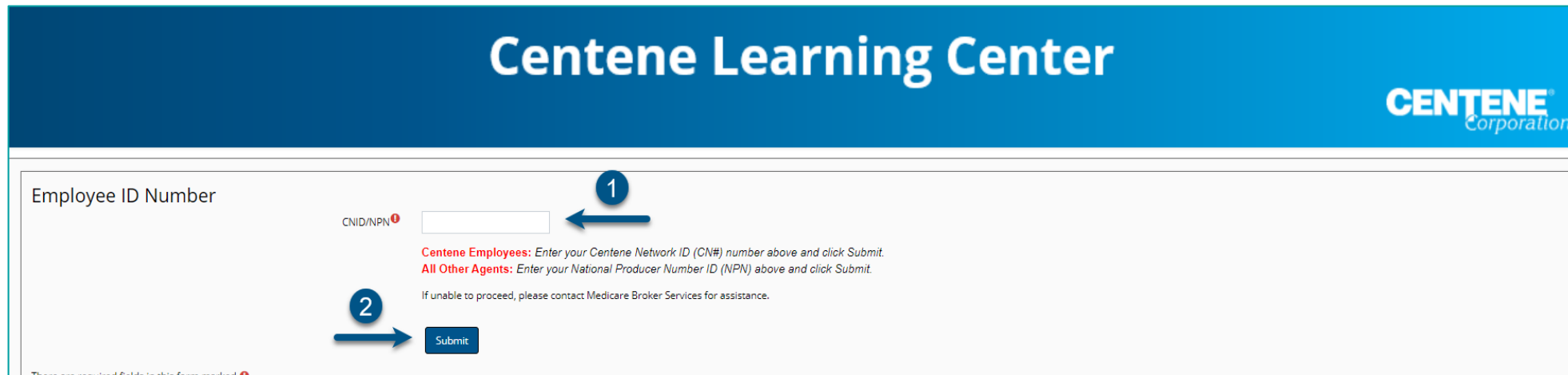


First Time Visitors

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*

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.

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

These 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"/>	
	<i>Enter last name on the account</i>	
DOB	<input type="text" value="mm/dd/yyyy"/>	
	<i>Enter date of birth (mm/dd/yyyy)</i>	
Last 4 Digits of SSN	<input type="text"/>	
	<i>Enter last 4 digits of social security number</i>	



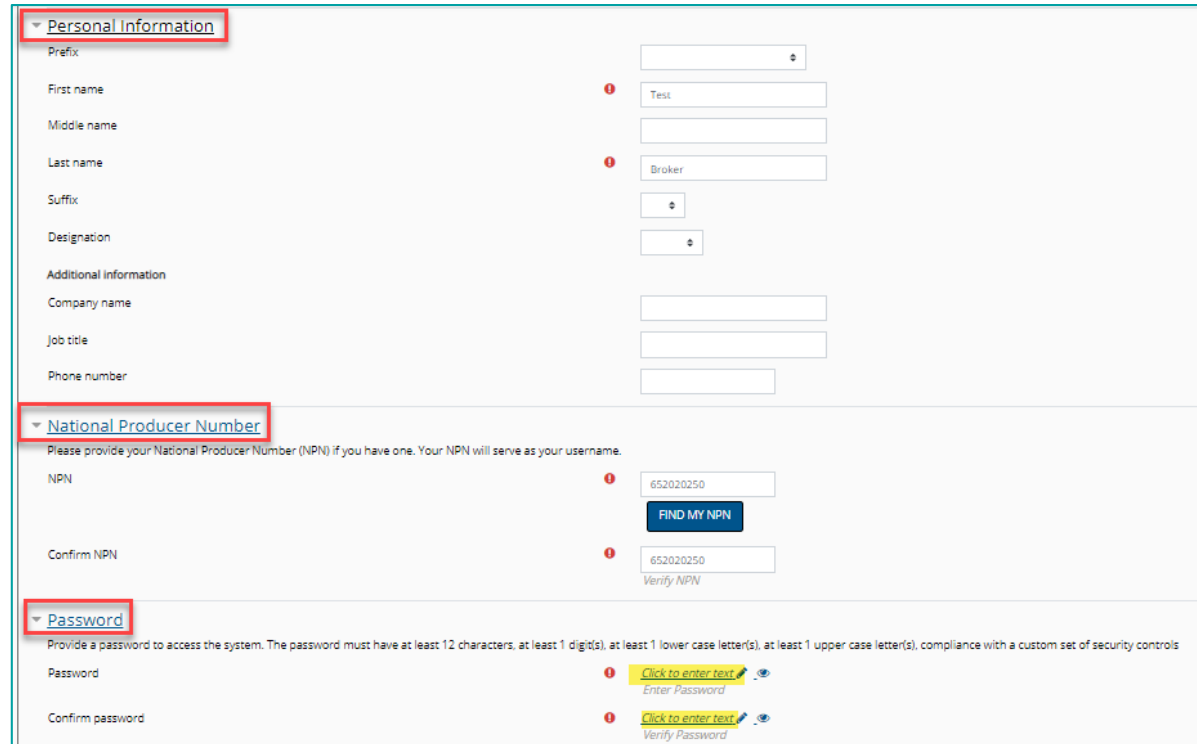
There are required fields in this form marked .

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.



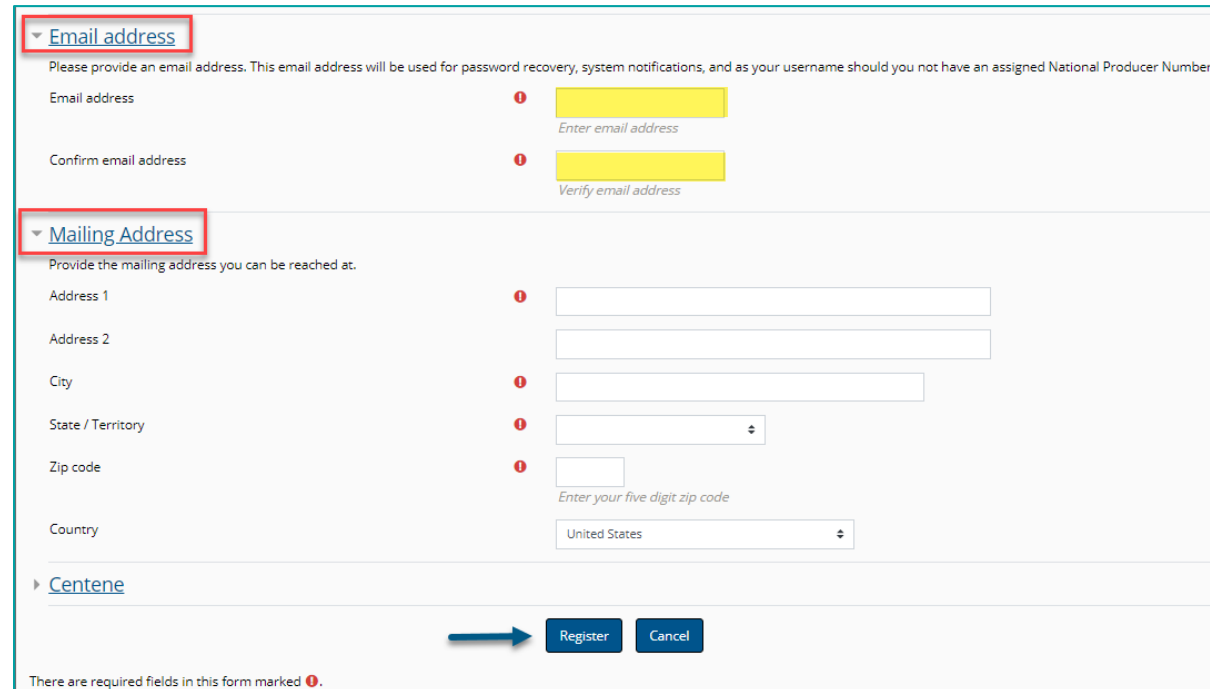
The screenshot shows a registration form with three main sections: Personal Information, National Producer Number, and Password. Each section title is highlighted with a red box. The Personal Information section includes fields for Prefix, First name (with a red required icon), Middle name, Last name (with a red required icon), Suffix, Designation, Company name, Job title, and Phone number. The National Producer Number section includes a text prompt, an NPN field (with a red required icon), a 'FIND MY NPN' button, a Confirm NPN field (with a red required icon), and a 'Verify NPN' link. The Password section includes a text prompt, a Password field (with a red required icon and a 'Click to enter text' button), and a Confirm password field (with a red required icon and a 'Click to enter text' button).

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 shows a registration form with two main sections: "Email address" and "Mailing Address".

- Email address section:** Includes a dropdown menu for "Email address" (highlighted with a red box), a text input field for "Email address" (with a red error icon and placeholder "Enter email address"), and a text input field for "Confirm email address" (with a red error icon and placeholder "Verify email address").
- Mailing Address section:** Includes a dropdown menu for "Mailing Address" (highlighted with a red box), and several text input fields for "Address 1", "Address 2", "City", "State / Territory", "Zip code", and "Country". Each of these fields has a red error icon next to it. The "Zip code" field has a placeholder "Enter your five digit zip code". The "Country" field is a dropdown menu currently showing "United States".

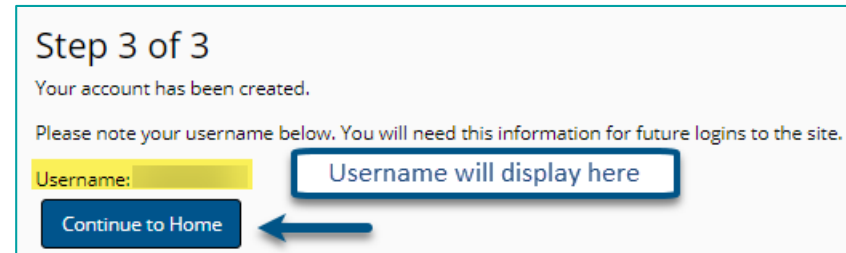
At the bottom of the form, there are two buttons: "Register" and "Cancel". A blue arrow points to the "Register" button. Below the buttons, a message states: "There are required fields in this form marked [red error icon]."

Note: All fields marked with a  are required.

Registration Step 3 of 3

Continue 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 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:" and a blue-bordered box containing the text "Username will display here". At the bottom left is a blue button labeled "Continue to Home" with a blue arrow pointing to it from the right.



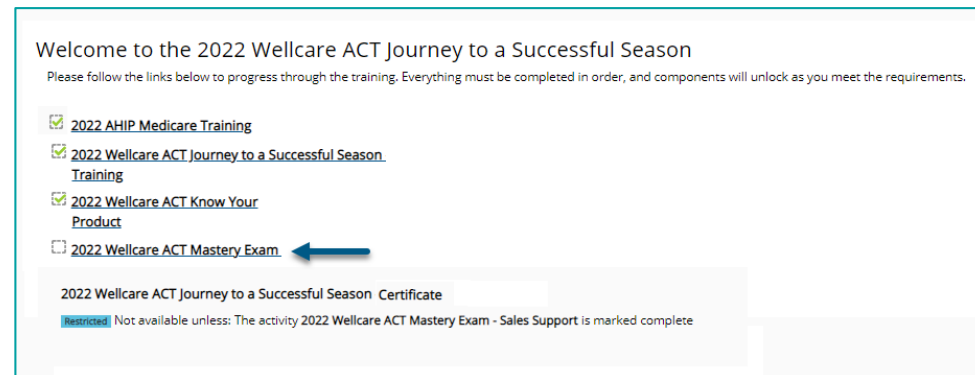
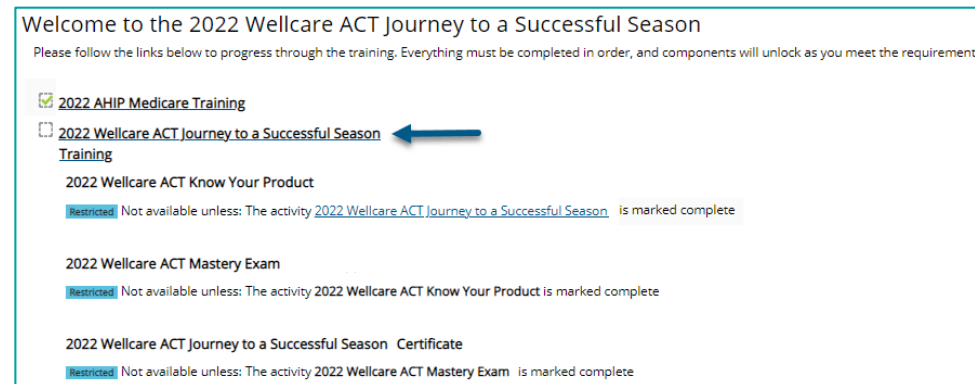
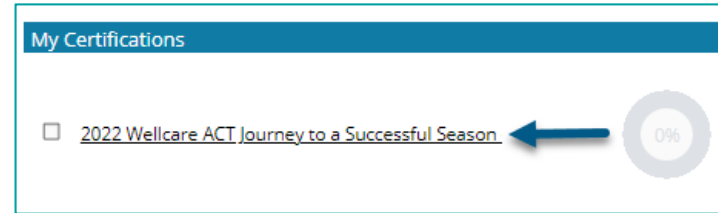
Helpful Hint!

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.
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- 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

