



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 and Brokers 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.

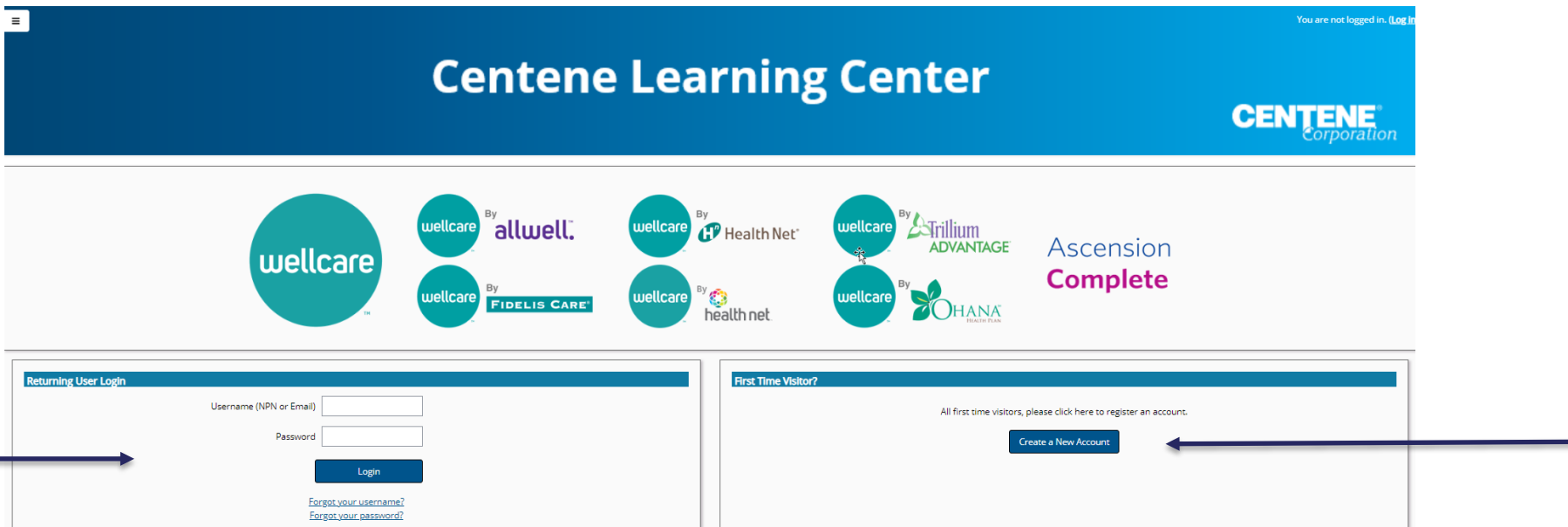
Get Medicare Certified!

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, there is a blue header with the text "Centene Learning Center" and the Centene Corporation logo. Below the header, there are several logos for Wellcare partners: Wellcare, Wellcare By Allwell, Wellcare By Health Net, Wellcare By Trilium Advantage, Wellcare By Fidelis Care, Wellcare By Health Net, Wellcare By OHANA, and Ascension Complete. The page is divided into two main sections: "Returning User Login" and "First Time Visitor?". The "Returning User Login" section has a form with 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 a message: "All first time visitors, please click here to register an account." and a "Create a New Account" button. Blue 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 these simple steps to begin training:

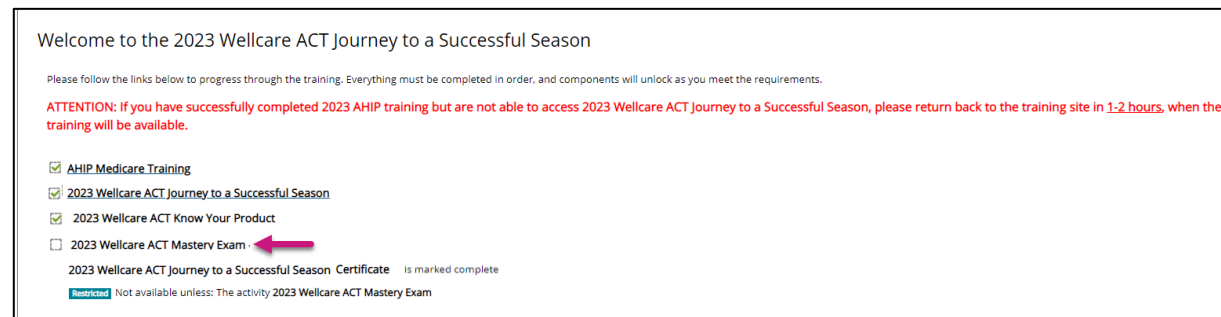
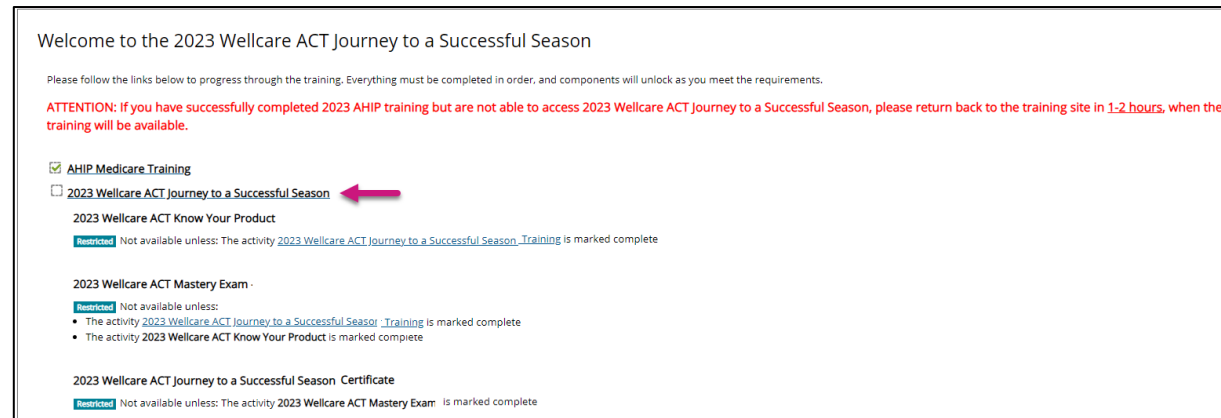
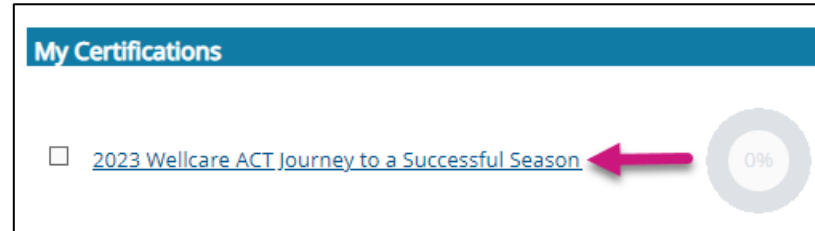
1. **All Agents/Brokers/Employees:** Enter your National Producer Number ID (NPN).
2. Select **Submit** to continue.

The screenshot shows the 'Centene Learning Center' interface. At the top right is the 'CENTENE Corporate' logo. Below the header, there is a form area. On the left, the text 'User ID Number' is displayed above 'NPN'. In the center, there is a text input field labeled 'User ID' with a red exclamation mark icon. A pink arrow with the number '1' points to this input field. 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 area, there is a blue 'Submit' button. A pink arrow with the number '2' points to this button.

Returning Users Only:

Follow these simple steps to begin training:

- In the **My Certifications** section, you will find your assigned training. Select the **2023 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2023)** the **2023 Wellcare ACT** will be unlocked when training becomes available.
- In the **Welcome to the 2023 Wellcare ACT Journey to a Successful Season** section, select the **2023 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 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 right is the 'CENTENE Corporate' logo. The main form area is titled 'User ID Number' with 'NPN' 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 is a red instruction: 'All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit.' Below this is a greyed-out instruction: 'If unable to proceed, please contact Medicare Broker Support for assistance.' At the bottom of the form 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.

Personal Information

First name ⓘ Text

Middle name

Last name ⓘ Broker

Suffix

Designation

Additional information

Company name

Job title

Phone number

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN ⓘ 652020250

Confirm NPN ⓘ 652020250

Verify NPN

Password

Please 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

Password ⓘ Click to enter text

Enter Password

Confirm password ⓘ Click to enter text

Verify Password

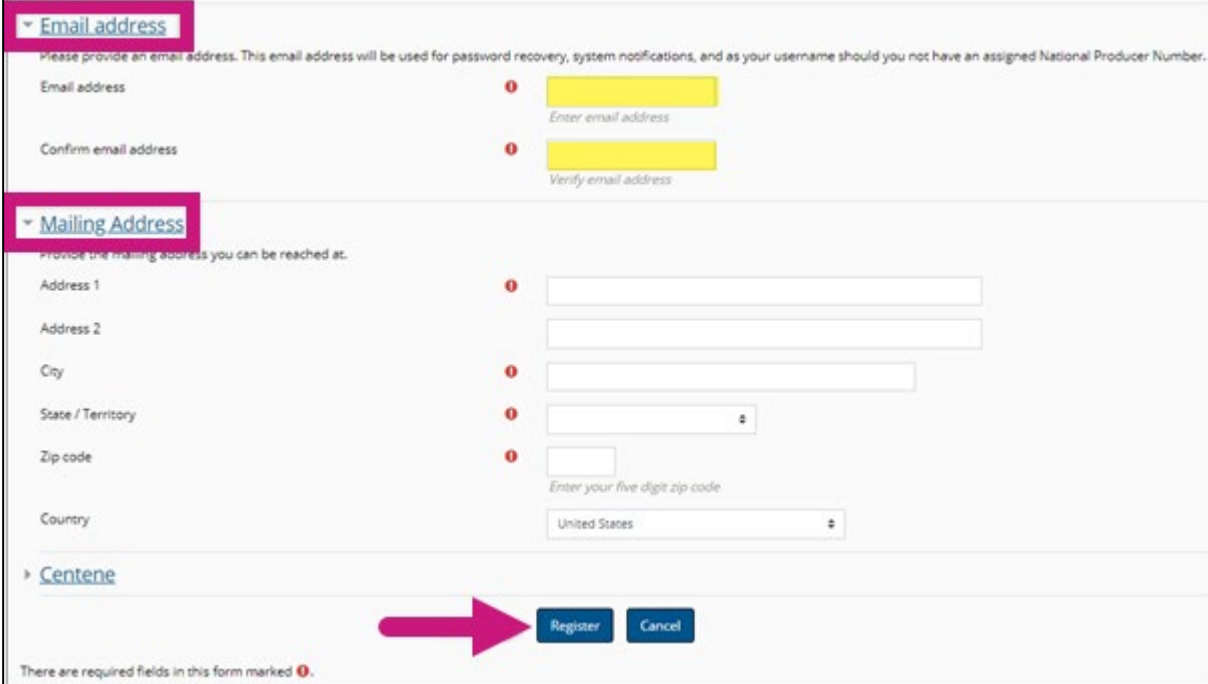
Note: All fields marked with a ⓘ are required.

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.



Email address


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.

Email address 


Confirm email address 


Mailing Address


Provide the mailing address you can be reached at.

Address 1 

Address 2

City 


State / Territory 


Zip code 

Enter your five digit zip code

Country

[Centene](#)

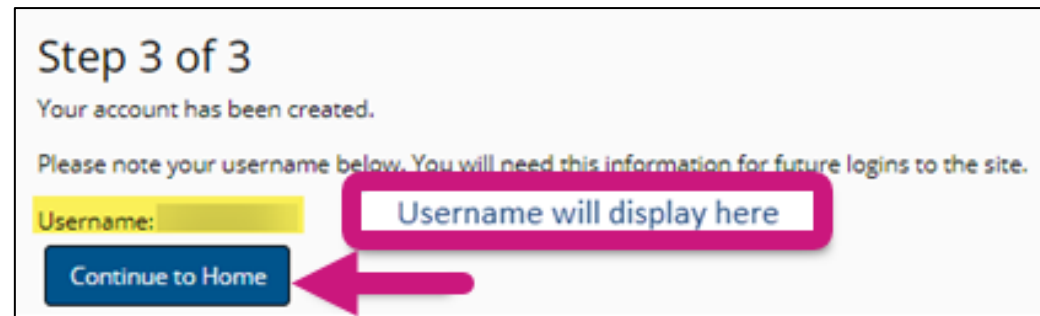


There are required fields in this form marked .

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.



Step 3 of 3
Your account has been created.
Please note your username below. You will need this information for future logins to the site.

Username:

[Continue to Home](#)



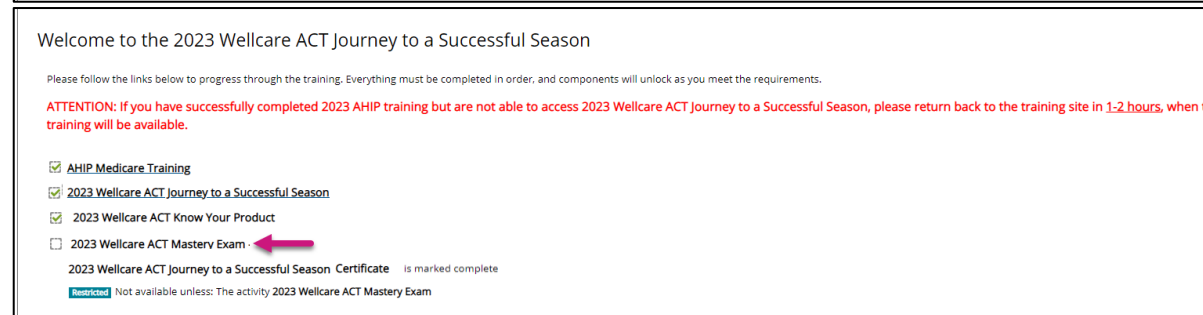
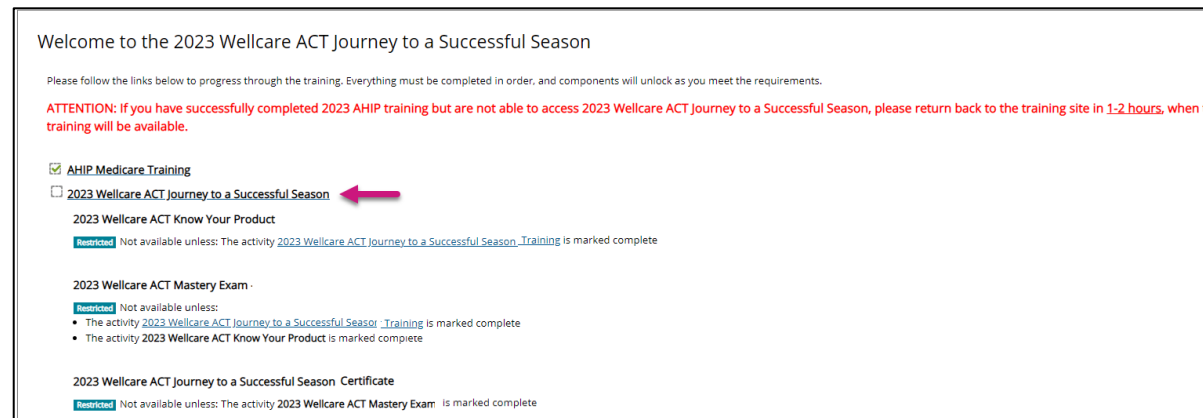
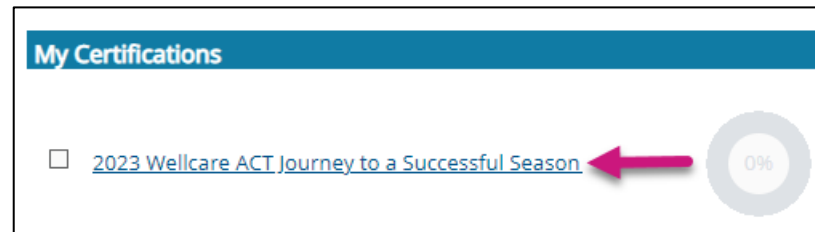
Helpful Hint!

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 **2023 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2023)** the **2023 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

