



# Centene Learning Center Training Site Access Instructions

Presentation for  
All Users

# Welcome!

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## 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:**

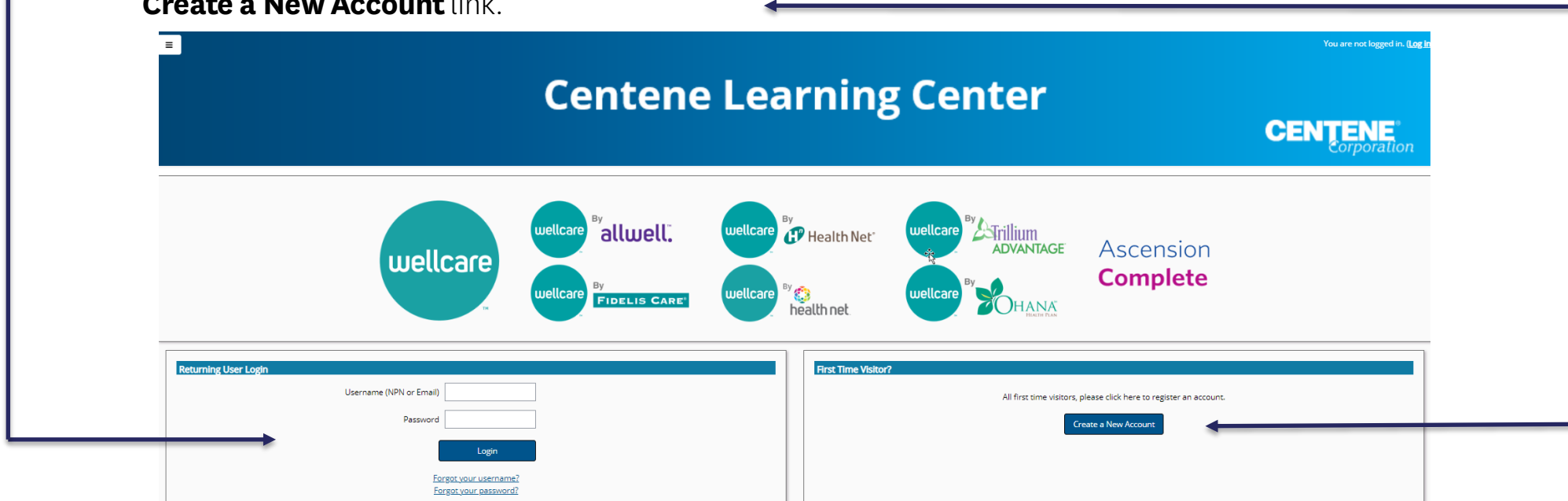
- Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions.
- Annual certification requirements must be met prior to marketing and/or selling Wellcare Medicare Advantage plans.

# 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:

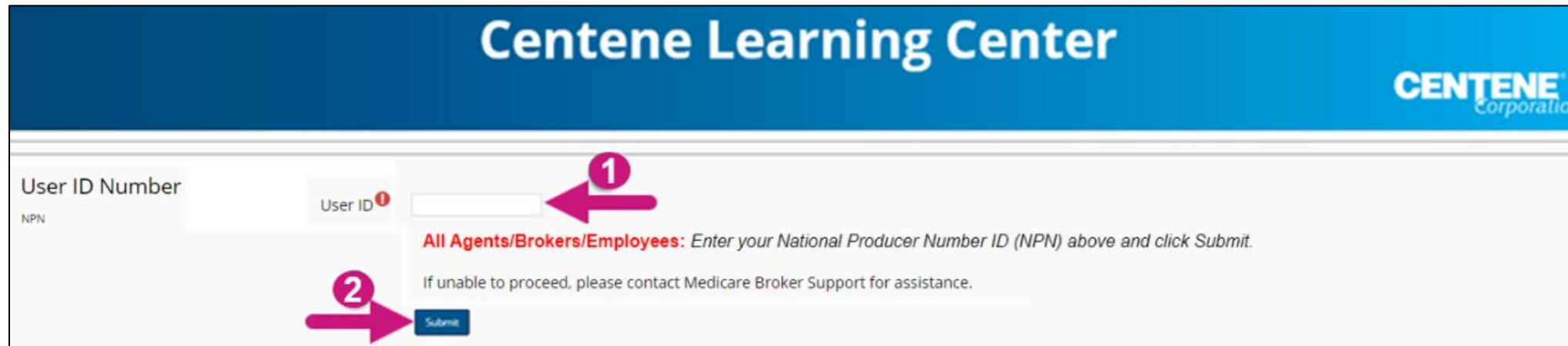
1. **Returning Users:** Enter your Username and Password and select **Login**.
2. **First Time Visitors:** Navigate to the webpage's First Time Visitor? section and select on the **Create a New Account** link.



# 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.



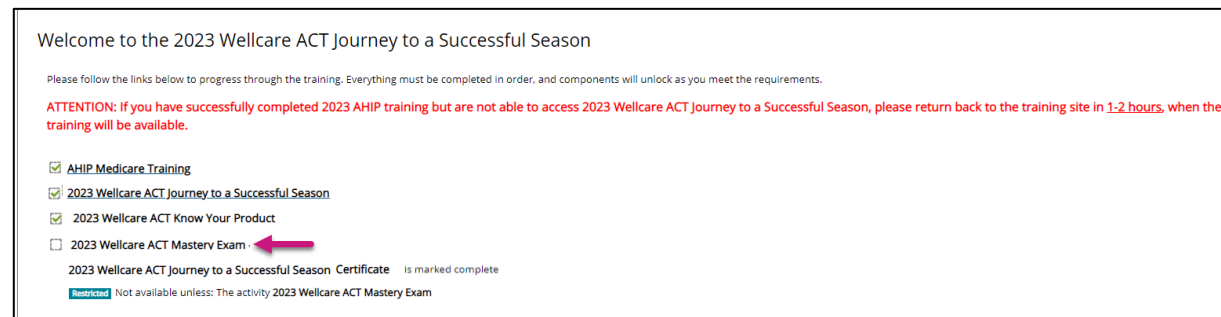
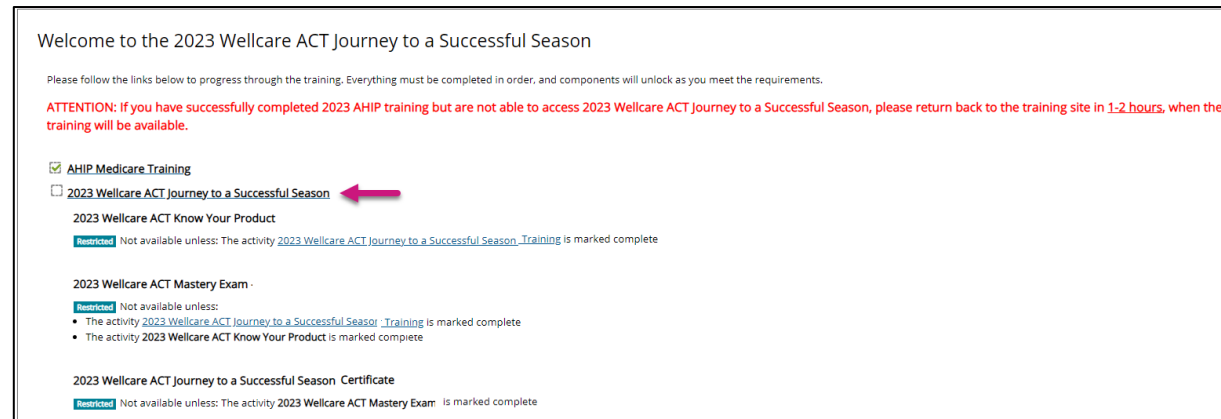
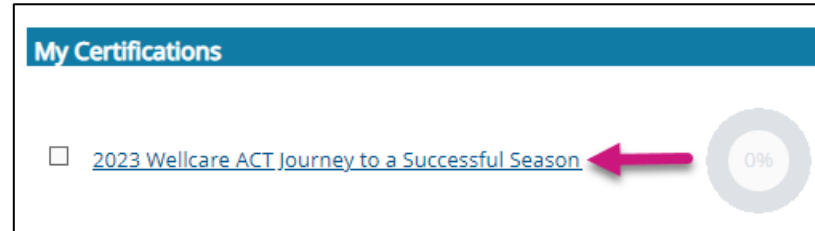
The screenshot shows the 'Centene Learning Center' interface. At the top right is the 'CENTENE Corporate' logo. Below the header is a form area with the following elements:

- A label 'User ID Number' with 'NPN' 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 **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, 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 red box and a red 'i' icon indicating required fields:

- Personal Information:** Fields include 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 as required.
- National Producer Number:** Fields include NPN and Confirm NPN. The NPN field is marked as required and contains the value '652020250'. A 'FIND MY NPN' button is located below the NPN field.
- Password:** Fields include Password and Confirm password. Both fields are marked as required and contain the placeholder text 'Click to enter text'. A 'Verify Password' button is located below the Confirm password field.

**Note:** All fields marked with a  are required.

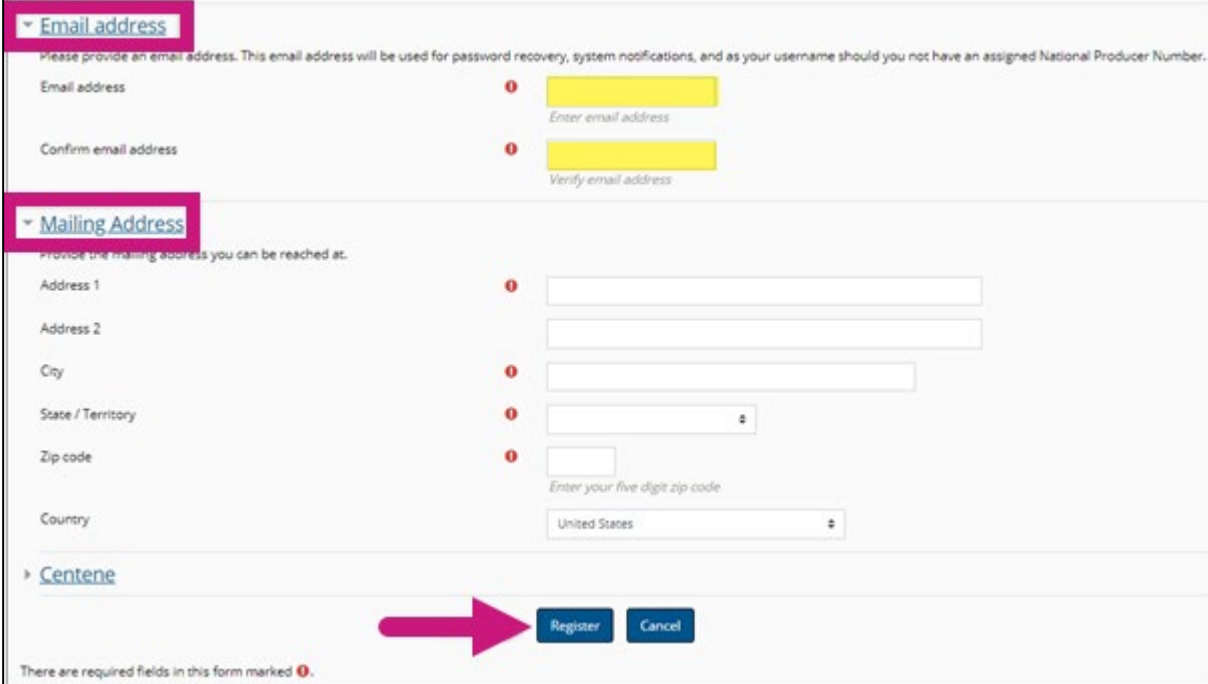


## Registration Step 2 of 3 (cont.)

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".

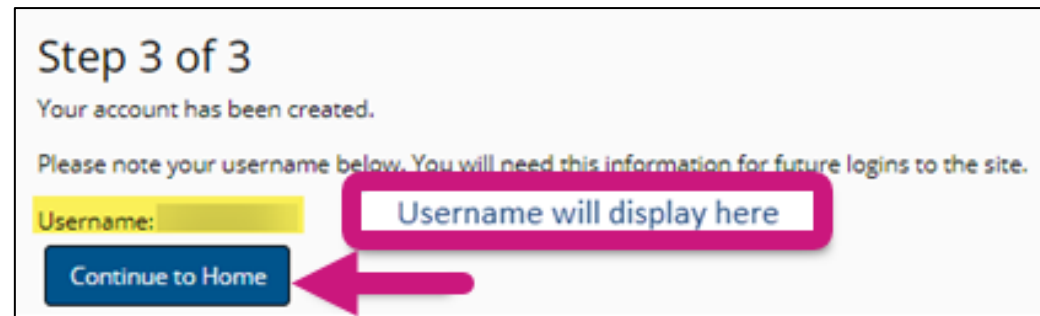
- Email address section:** Includes a heading "Email address" and a sub-heading "Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number." It contains two input fields: "Email address" and "Confirm email address". Both fields are marked with a red information icon (i) and are currently empty. The "Email address" field has a placeholder text "Enter email address" and the "Confirm email address" field has a 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 these fields are marked with a red information icon (i) and are currently empty. The "State / Territory" field is a dropdown menu. The "Zip code" field has a 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 note at the bottom left of the form 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.



**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](#)



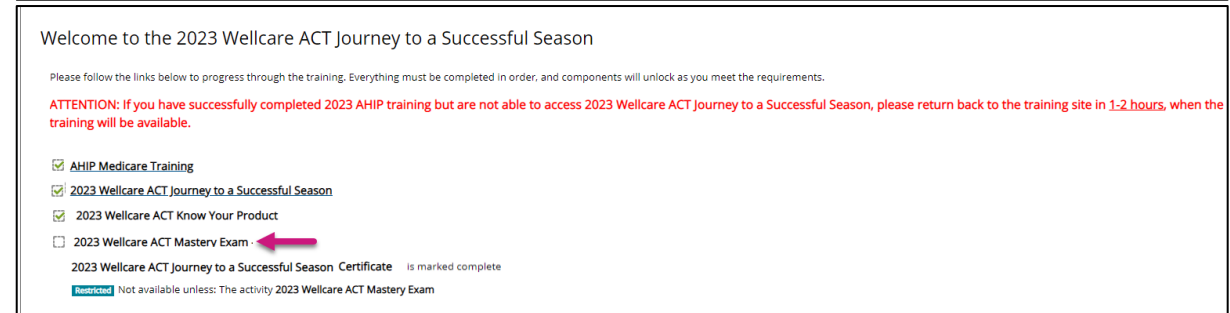
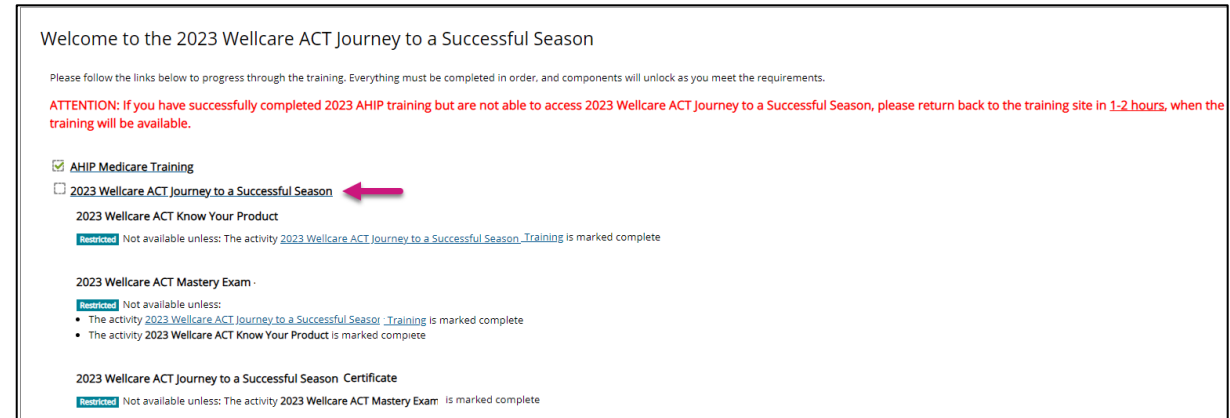
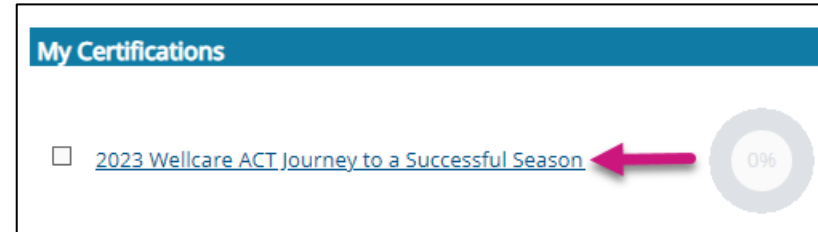
### **Helpful Hint!**

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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# We're Here to Help!

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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](http://ahipmedicaretraining.com)

Technical Support

Phone: 866.234.6909

Email: [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org)

