



— 2019 —

ANNUAL CERTIFICATION TRAINING FAQ



What's Inside

Issues with Accessing Training:

- Why didn't my training load?
- I tried to log into my account, but I cannot get in?
- Why didn't I receive a welcome email?
- I did not receive the correct training. Can you please correct this issue?

Technical Issues:

- Why won't my program/module(s) open?
- Why won't my module play?
- When I click on the module, why does a blank screen appear?
- Why did the training start at the beginning even though I completed half of it earlier and went back to finish the module?
- My module keeps getting stuck in the middle of the training. What should I do?

AHIP Issues:

- I completed the 2020 AHIP training. Why isn't it showing in my transcript?
- I completed the 2019 AHIP training. Do I still need to complete the 2020 training?
- I didn't receive my WellCare/AHIP co-branded link. Can you please send it to me?
- The AHIP courses are not marking complete or I cannot access my mastery exam in AHIP.
- I am having payment issues on the AHIP site. The site is not offering me a discount.

Training module completion/Training Transcript issues:

- Where do I find the pdf versions of the modules?
- I completed the training module and it did not mark complete. Why?

Mastery Exam issues:

- I tried to access the mastery exam, but I keep receiving a message stating that I have not completed other courses. Why?
- How many attempts do I receive to pass the mastery exam?
- I failed my first attempt at the mastery exam. Can you load my second attempt?
- Can you please reset my exam? I am showing an incomplete attempt.
- Why does the transcript show that I failed my mastery exam? I didn't complete all of the questions.

WellCare 2019 Annual Certification Training FAQ

Issues with Accessing Training:

Q. Why didn't my training load?

A. Your account must be active in WellCare University. If you are a new hire, then this may take up to 24 to 48 hours. If after 24 to 48 hours you are still not active in WellCare University, please contact the HR Service Center. If your account is active, but your training has not loaded, then please submit an LMS Support Request.

Q. I tried to log into my account, but I cannot get in?

A. If you are a new hire, then your account may not be active yet in WellCare University. You can access WellCare University from myHR after you follow the directions and register with ADP from the email you received from Human Resources. If you still experience issues, please contact the HR Service Center.

Q. Why didn't I receive a welcome email?

A. All welcome emails are sent once you are enrolled in training. Your email may be in your junk email folder. Please check that folder.

Q. I did not receive the correct training. Can you please correct this issue?

A. If you were enrolled in the incorrect training, please submit an LMS Support Request for verification and assistance.

Technical Issues:

Q. For any of the following:

Why won't my program/module(s) open?

Why won't my module play?

When I click on the module, why does a blank screen appear?

A. Please ensure your computer is meeting the System Requirements to access training. **Do not use Citrix to access WellCare University.** We suggest using Internet Explorer, turning off pop-up blockers and clearing your history on your computer. Please reference these Clearing Browser History and Disabling Pop-Up Blocker guides. If you still experience issues, then please submit an LMS Support Request.

Q. Why did the training start at the beginning even though I completed half of it earlier and went back to finish the module?

A. If you are using a different computer or your cookies are disabled, then the training module will not remember where you left off. It is suggested that associates take the training from the same computer and that the computer has cookies enabled. For additional assistance, then please submit an LMS Support Request.

Q. My module keeps getting stuck in the middle of the training. What should I do?

A. Please try accessing the training from a different computer or submit an LMS Support Request.

AHIP Issues:

Q. I have completed the 2020 AHIP training. Why isn't it showing in my transcript?

A. Please allow up to **48 hours** for the completion to appear in your WellCare University transcript.

Please ensure that you access your AHIP homepage and click *Transmit* next to WellCare (W2).

If you've experienced issues accessing AHIP training, please contact the AHIP support line at **(866) 234-6909** or email support@AHIPInsuranceEducation.org.

Q. I completed the 2019 AHIP training. Do I still need to complete 2020 training?

A. Yes, you need to complete the 2020 AHIP training in order to market/sell 2020 WellCare products.

Note: Beginning 10/1, the 2020 training is required to market/sell both 2019 and 2020 products.

Q. I didn't receive my 2020 AHIP link. Can you please send it to me?

A. The WellCare/AHIP co-branded link and instructions are located in the welcome email you received notifying you to complete your 2020 ACT. Please contact your manager or submit an LMS Support Request if you need this link resent to you.

Q. The AHIP courses are not marking complete or, I cannot access my mastery exam in AHIP.

A. Please contact AHIP directly for any issues related to the AHIP courses at: **(866) 234-6909** or email support@AHIPInsuranceEducation.org.

Q. I am having payment issues on the AHIP site. The site is not offering me a discount.

A. Please ensure you are using the WellCare/AHIP co-branded link to access the AHIP website.

If you still experience issues, then please contact AHIP for support at: **(866) 234-6909** or email support@AHIPInsuranceEducation.org.

Training Module Completion/Training Transcript Issues:

Q. Where do I find the PDF versions of the modules?

A. The PDF versions of the training are available for download from the Attachments tab within the module in WellCare University.

Q. I completed the training module and it did not mark complete. Why?

A. All training modules are designed to mark as complete once finished. If a module has not marked complete, then it is likely that you did not take the module in its entirety. If you still experience an issue, please submit an LMS Support Request. Note: Beginning 10/1, the 2020 training is required to market/sell both 2019 and 2020 products.

Mastery Exam issues:

Q. I tried to access the mastery exam, but I keep receiving a message stating that I have not completed other courses. Why?

A. The ACT curriculum is designed to require all modules to be completed in order. All courses must be completed in order to access to the final mastery exam.

Q. How many attempts do I receive to pass the mastery exam?

A. All agents have three attempts to pass the mastery exam with a score of 85 percent or greater. After three

attempts, the exam will not be accessible. If an agent fails the exam three times, then they may not market WellCare products and must wait six months to reattempt the exam.

Q. I failed my attempt at the mastery exam. Can you load my next attempt?

A. Your next attempt will become available **exactly 24 hours** after your failed attempt. For example, if you failed at 3:10 p.m. EST today, then you can retake the exam at 3:10 p.m. EST tomorrow. You have three attempts to pass the mastery exam. If you fail all three attempts, then you may not market WellCare products and must wait six months to reattempt the exam.

Q. Can you please reset my exam? I am showing an incomplete attempt.

A. Please submit an LMS Support Request for verification and assistance.

Q. Why does the transcript show that I failed my mastery exam? I didn't complete all of the questions.

A. You must complete all questions in one sitting. WellCare can verify if you completed the exam in its entirety or if you will need to reattempt the exam. Please submit an LMS Support Request for verification and assistance.

