



# Centene Learning Center Training Site Access Instructions

# 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!



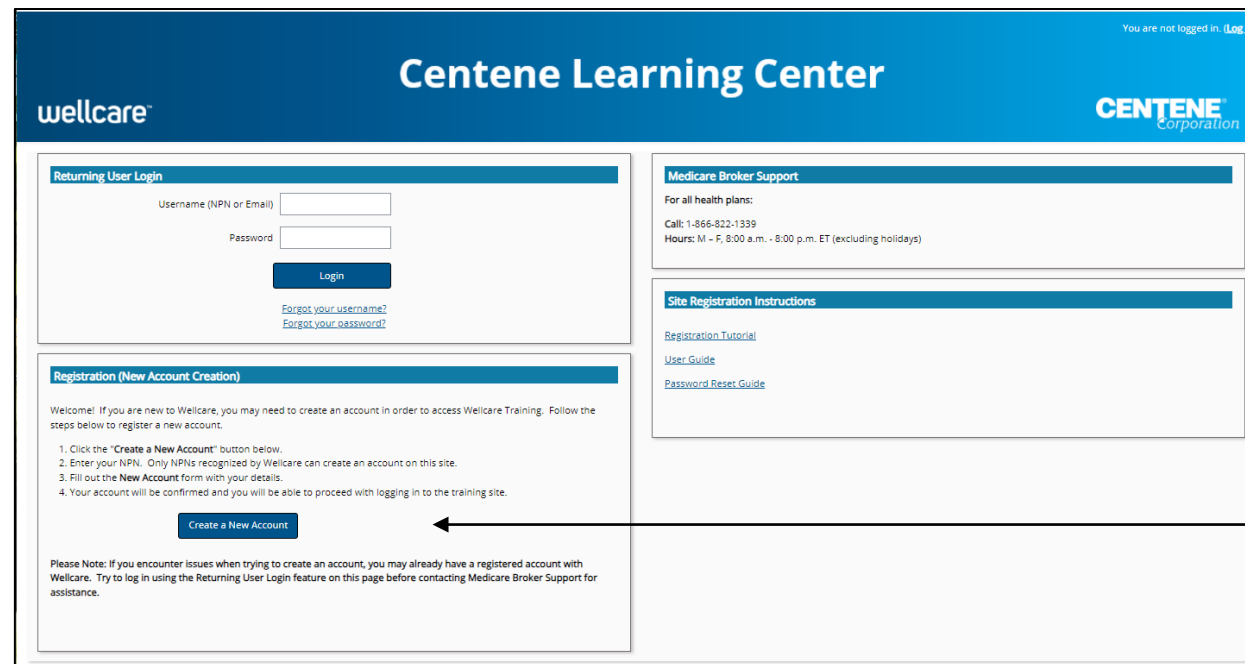
### Important Reminders:

- 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. **Registration (New Account Creation):** Navigate to the webpage's Registration (New Account Creation) section and select the **Create a New Account** button.



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Centene Learning Center

CENTENE Corporation

You are not logged in. ([Log In](#))

### Returning User Login

Username (NPN or Email)

Password

[Forgot your username?](#)  
[Forgot your password?](#)

[Login](#)

### 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)

### Site Registration Instructions

[Registration Tutorial](#)  
[User Guide](#)  
[Password Reset Guide](#)

### Registration (New Account Creation)

Welcome! If you are new to Wellcare, you may need to create an account in order to access Wellcare Training. Follow the steps below to register a new account.

1. Click the "Create a New Account" button below.
2. Enter your NPN. Only NPNs recognized by Wellcare can create an account on this site.
3. Fill out the New Account form with your details.
4. Your account will be confirmed and you will be able to proceed with logging in to the training site.

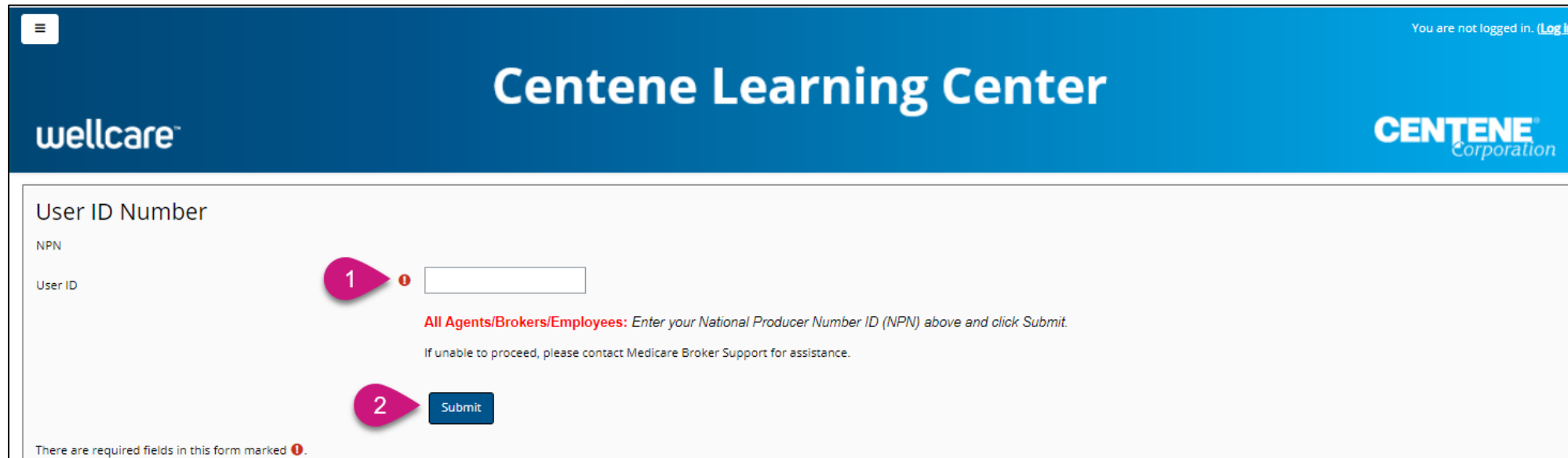
[Create a New Account](#)

Please Note: If you encounter issues when trying to create an account, you may already have a registered account with Wellcare. Try to log in using the Returning User Login feature on this page before contacting Medicare Broker Support for assistance.

# 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.



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You are not logged in. ([Log In](#))

User ID Number

NPN

User ID


1

**All Agents/Brokers/Employees:** Enter your National Producer Number ID (NPN) above and click Submit.

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

2

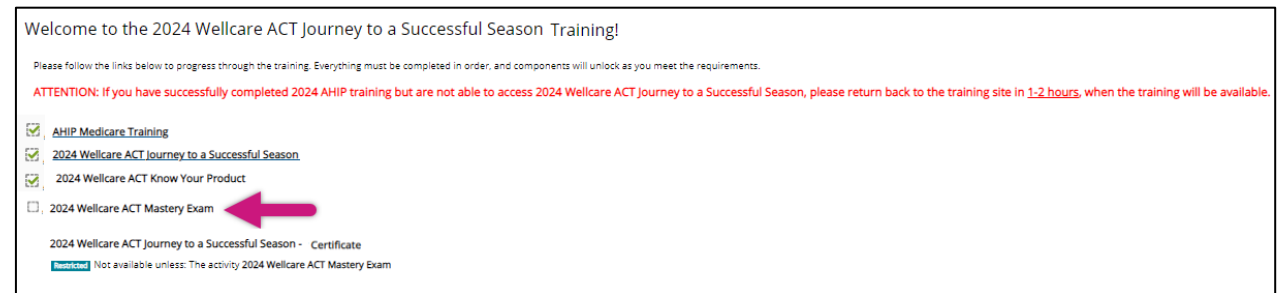
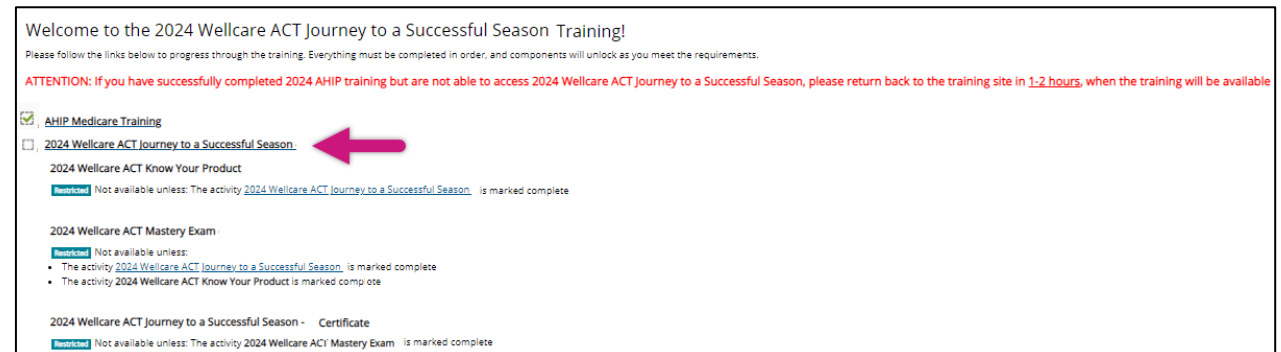
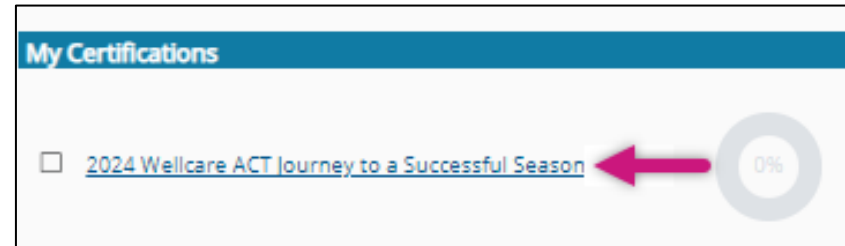
Submit

There are required fields in this form marked .

# Returning Users Only

Follow these simple steps to begin training:

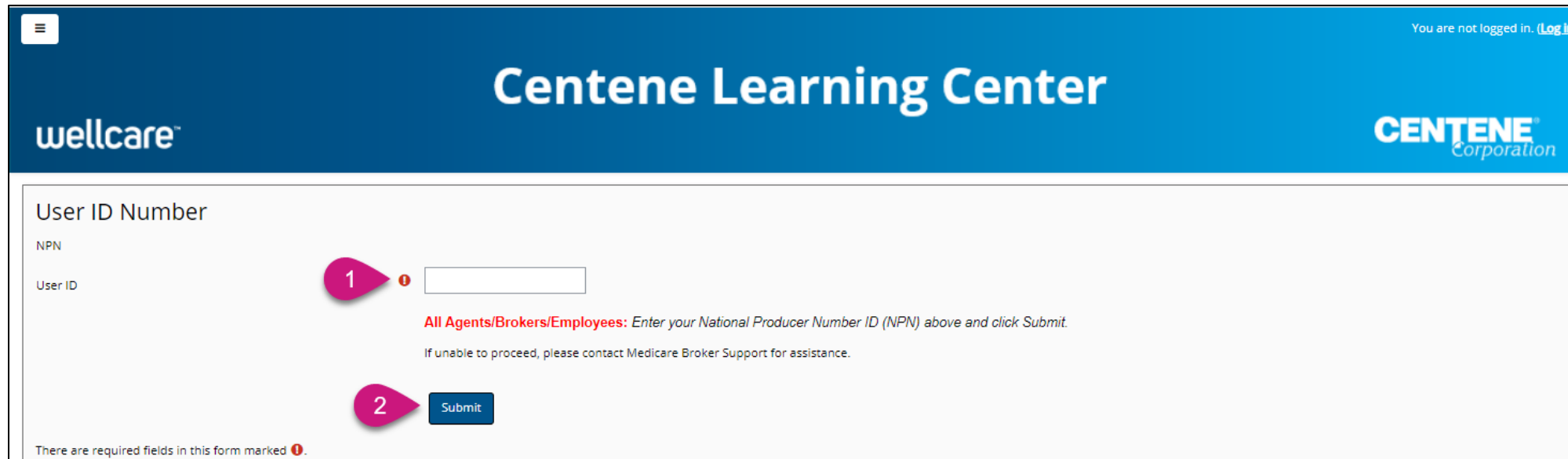
- In the **My Certifications** section, you will find your assigned training. Select the **2024 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2024)** the **2024 Wellcare ACT** will be unlocked when training becomes available.
- In the **Welcome to the 2024 Wellcare ACT Journey to a Successful Season** section, select the **2024 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 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 Centene logo and the text "You are not logged in. (Log In)". Below the header, the page title "Centene Learning Center" is displayed. The main content area contains a registration form with the following elements:

- A "User ID Number" label with "NPN" and "User ID" sub-labels.
- A text input field for the NPN, marked with a red "1" and an information icon.
- A red instruction: "All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit."
- A note: "If unable to proceed, please contact Medicare Broker Support for assistance."
- A blue "Submit" button, marked with a red "2" and an information icon.
- A footer note: "There are required fields in this form marked ⓘ."

# Registration Step 1 of 3

As a First Time User, you must register to begin:

- In 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 section for "Confidential Information". It contains three required fields, each marked with a red information icon (i): "Last name", "DOB", and "Last 4 Digits of SSN". The "DOB" and "Last 4 Digits of SSN" fields are highlighted in yellow. A blue "Submit" button is located 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 to 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, each with a pink header bar:

- Personal Information:** Fields include First name (with a red exclamation mark), Middle name, Last name (with a red exclamation mark), Suffix, Designation, Company name, Job title, and Phone number.
- National Producer Number:** Fields include NPN (with a red exclamation mark) and Confirm NPN (with a red exclamation mark). A blue button labeled "FIND MY NPN" is present. Below the Confirm NPN field is a "Verify NPN" link.
- Password:** Fields include Password (with a red exclamation mark) and Confirm password (with a red exclamation mark). A yellow button labeled "Click to enter text" is present above the 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.

The screenshot shows a registration form with two main sections: 'Email Address' and 'Mailing Address'. The 'Email Address' section includes two input fields: 'Email address' and 'Confirm email address', both marked with a red exclamation point icon. The 'Mailing Address' section includes five input fields: 'Address 1', 'Address 2', 'City', 'State / Territory', and 'Zip code', all marked with a red exclamation point icon. 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 pink arrow points to the 'Register' button. A footer note states: 'There are required fields in this form marked !'.

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

# 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](#)



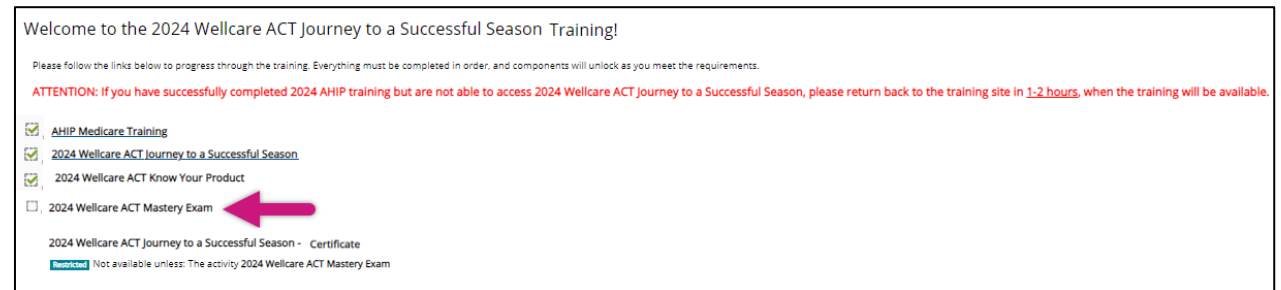
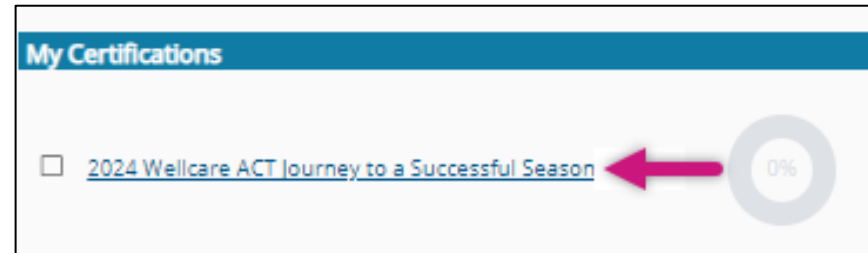
## Helpful Hint!

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 **2024 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2024)** the **2024 Wellcare ACT** will be unlocked when training becomes available.
- In the **Welcome to the 2024 Wellcare ACT Journey to a Successful Season** section, select the **2024 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.



# 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.cmpsistem.com>

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)

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)