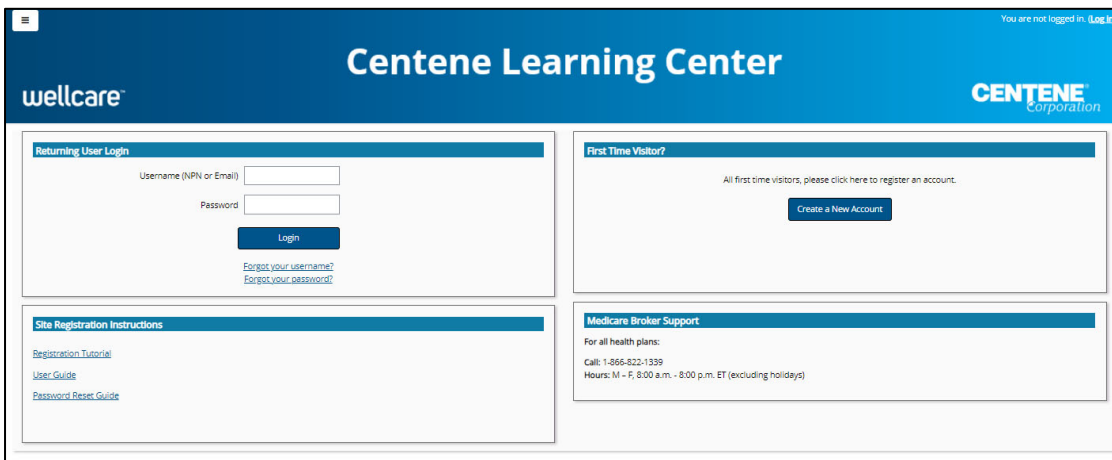


Centene Learning Center: Reset Your User Password

Purpose:

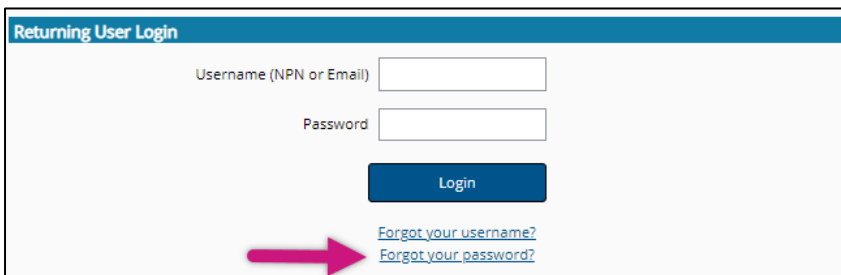
To help navigate through the process of resetting your password by using the self-service link located on the Pre-Login page of the Centene Learning Center (CLC) training site. You may print this document and use it to assist yourself in the process.

1. Navigate to CLC training site at <https://wellcare.cmpsystem.com>.



The screenshot shows the Centene Learning Center login page. At the top, there is a blue header with the Wellcare logo on the left, the text "Centene Learning Center" in the center, and the Centene Corporation logo on the right. Below the header, the page is divided into four main sections. The top-left section is titled "Returning User Login" and contains two input fields for "Username (NPN or Email)" and "Password", a "Login" button, and two links: "Forgot your username?" and "Forgot your password?". The top-right section is titled "First Time Visitor?" and contains the text "All first time visitors, please click here to register an account." and a "Create a New Account" button. The bottom-left section is titled "Site Registration Instructions" and contains three links: "Registration Tutorial", "User Guide", and "Password Reset Guide". The bottom-right section is titled "Medicare Broker Support" and contains the text "For all health plans:", "Call: 1-866-822-1339", and "Hours: M - F, 8:00 a.m. - 8:00 p.m. ET (excluding holidays)".

2. Select the Forgot your password? link.



This is a close-up view of the "Returning User Login" section from the previous screenshot. It shows the "Username (NPN or Email)" and "Password" input fields, the "Login" button, and the two links: "Forgot your username?" and "Forgot your password?". A red arrow points to the "Forgot your password?" link.

A search can be conducted two different ways to locate your profile on the site to reset your password.

- **Search by username** (this is your NPN if you have one, or your email address if you do not have an NPN)
- **Search by email address** (email address listed on your account)

To ensure you receive emails from the site, please add centene@cmpsystem.com to your contacts or email approved senders list.

3. Enter NPN or email address to conduct search. Select the **Search** button.

4. You will see a confirmation message. Select the **Continue** button.

Navigate to your email inbox and open the email you have received from Administrator (via Centene). The Subject line will be Centene Learning Center: Change password confirmation.

5. Select the link in the email. You will be directed to a page showing the password requirements.

6. Select the **Redeem Passkey** button.

The password must have:

- at least 12 characters
- 1 numeric digit
- 1 uppercase letter
- 1 lowercase letter
- Not been used as one of your last 4 passwords

Redeem Passkey **Cancel**

7. You will be directed to this page where you may enter a new password.

Your current password no longer matches the set password policy.
Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

Change password

Username

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
Passwords can be reused after 4 changes

New password **Click to enter text**

New password (again) **Click to enter text**

Save changes

There are required fields in this form marked **i**.

8. Enter your new password twice, then select the **Save changes** button.

Your current password no longer matches the set password policy.
Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

Change password

Username

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
Passwords can be reused after 4 changes

New password **XXXXXXXXXX**

New password (again) **XXXXXXXXXX**

Save changes

There are required fields in this form marked **i**.

9. You will receive a confirmation of the password change and can select the **Continue** button to be directed to your dashboard.

wellcare **Centene Learning Center** **CENTENE Corporation**

Password has been changed.

Continue

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: wellcare.cmpsystem.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

Technical Support

Phone: 866-234-6909

Email: Support@AHIPInsuranceEducation.org