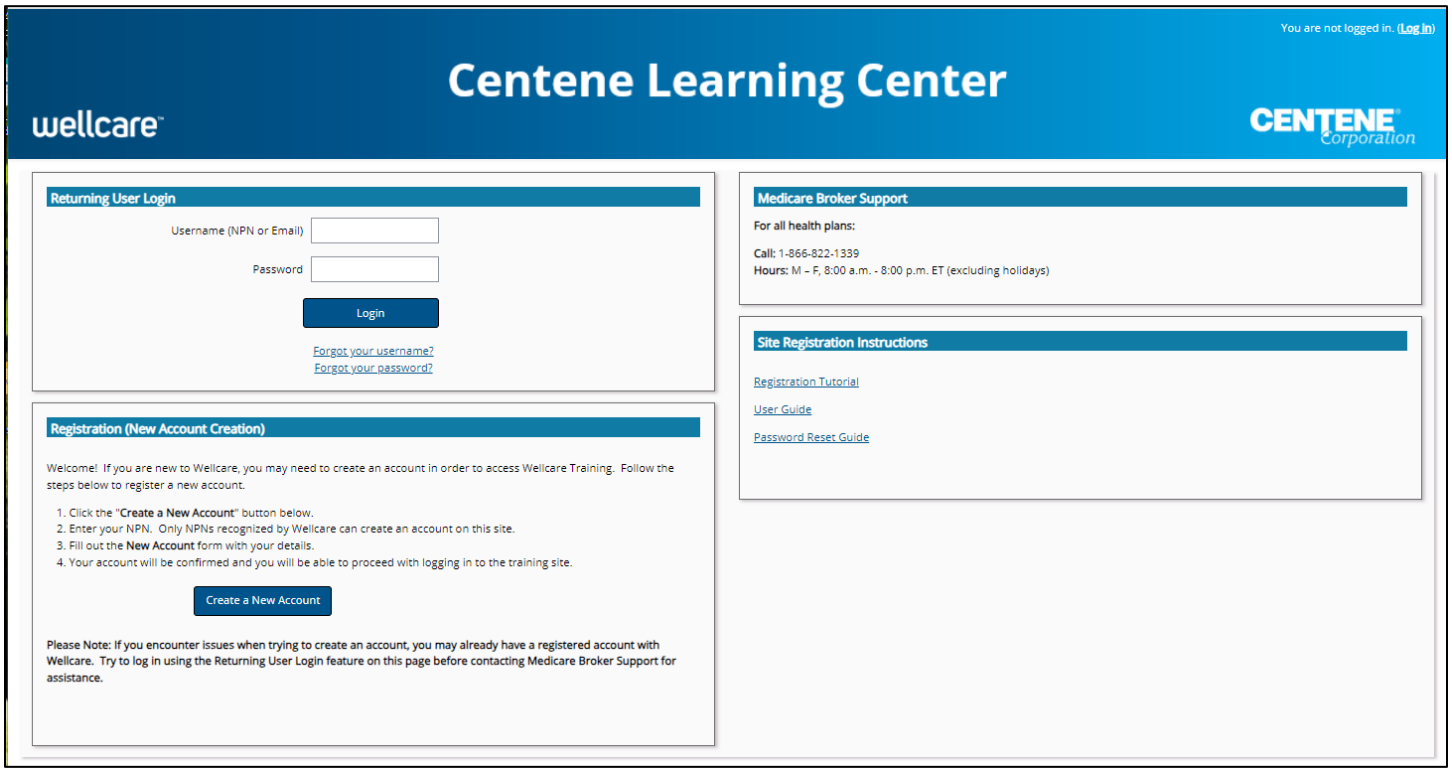
Centene Learning Center:

Reset Your User Password

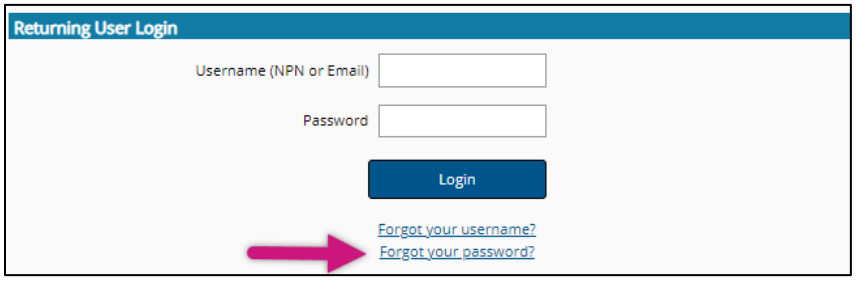
Purpose:

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**.



2. Select the Forgot your password? link.

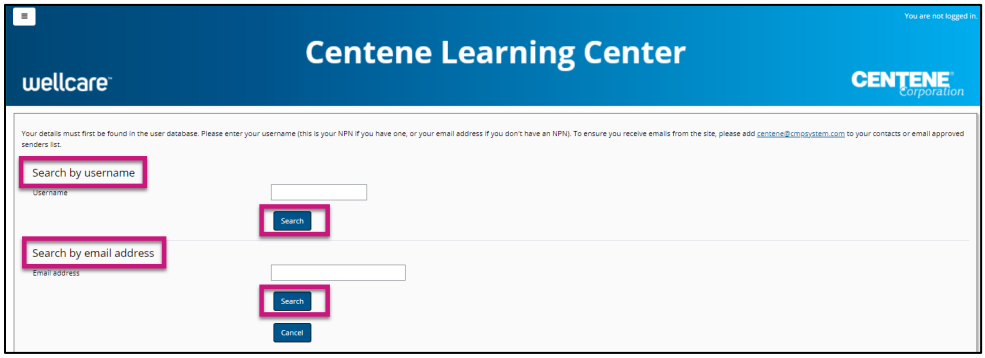


A search can be conducted two different ways to locate your profile on the site to reset your password.

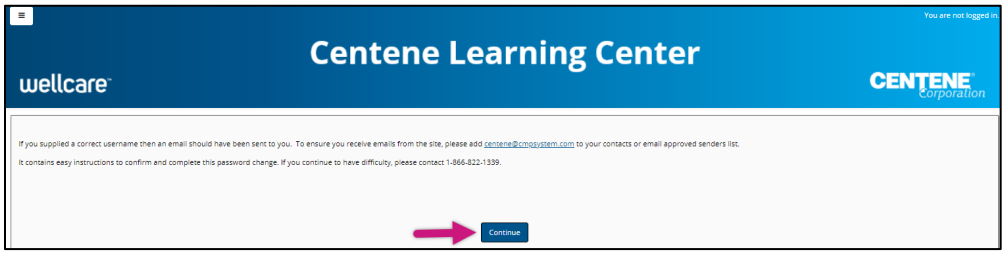
- **Search by username** (this is your NPN if you have one, or your email address if you do not have an NPN)
- **Search by email address** (email address listed on your account)

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.

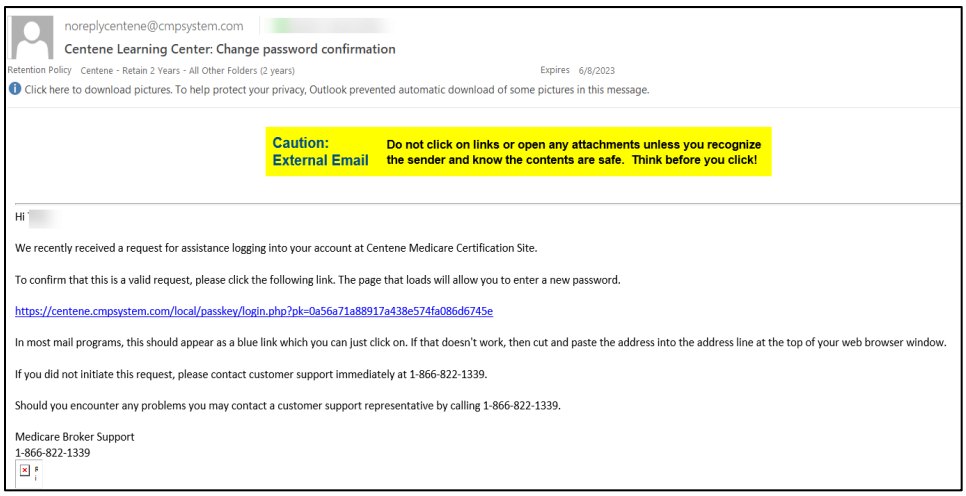


4. You will see a confirmation message. Select the **Continue** button.

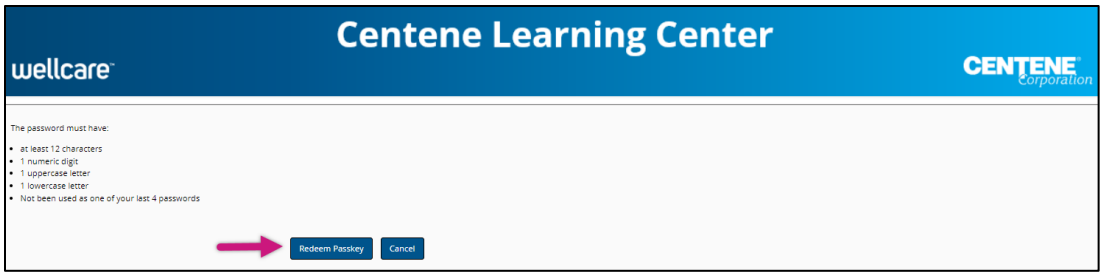


Navigate to your email inbox and open the email you have received from Administrator (via Centene). The Subject line will be Centene Learning Center: Change password confirmation.

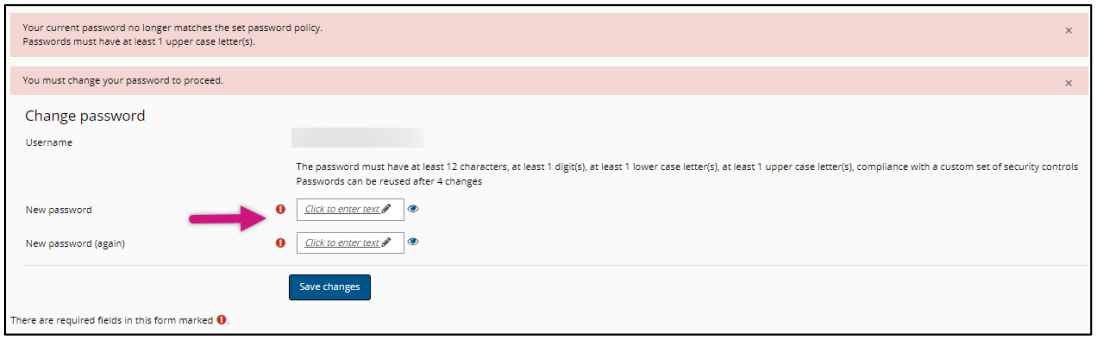
5. Select the link in the email. You will be directed to a page showing the password requirements.



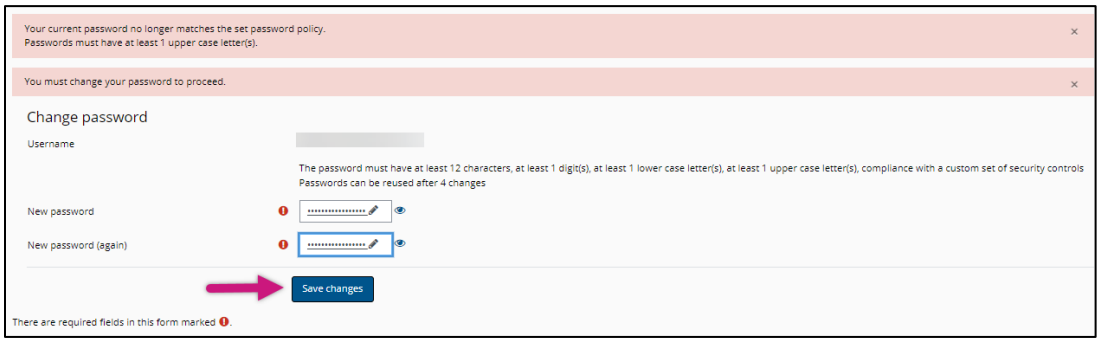
6. Select the **Redeem Passkey** button.



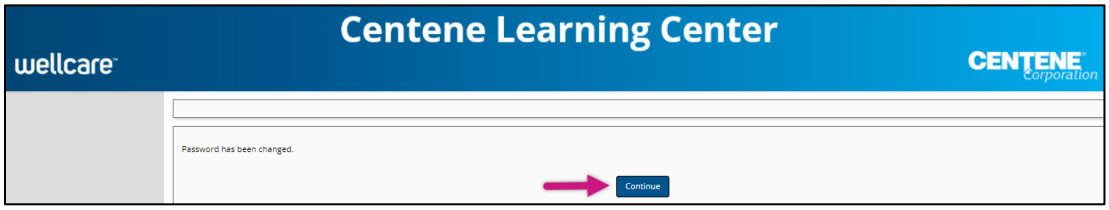
7. You will be directed to this page where you may enter a new password.



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



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



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