

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>.

Returning User Login

Username (NPN or Email)

Password

Login

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

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.

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](#)

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

2. Select the [Forgot your password?](#) link.

Returning User Login

Username (NPN or Email)

Password

Login

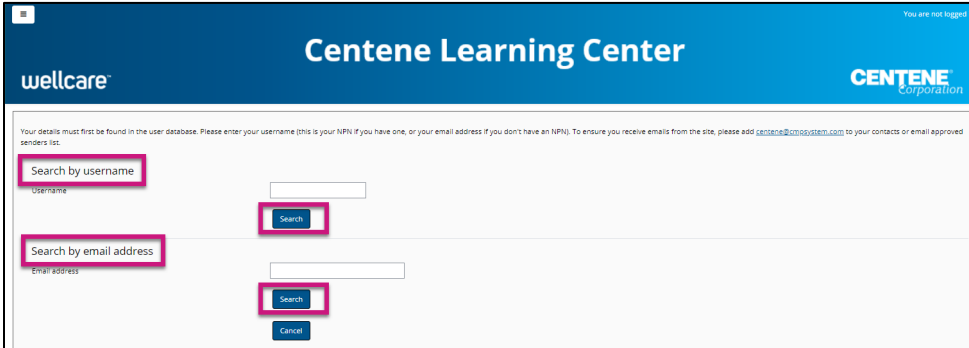
[Forgot your username?](#)
[Forgot your password?](#)

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)

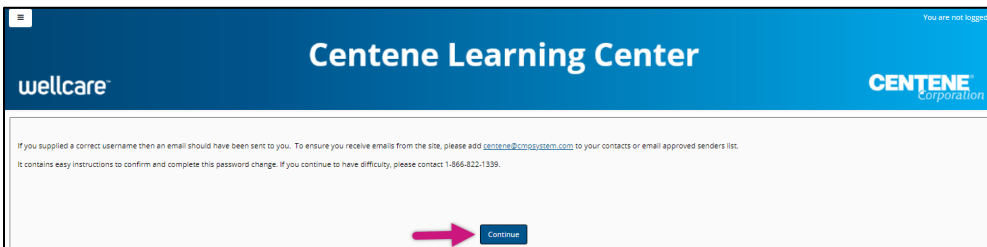
To ensure you receive emails from the site, please add centene@cmpsystem.com to your contacts or email approved senders list.

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



The screenshot shows the 'Centene Learning Center' search interface. At the top, there is a blue header with 'wellcare' on the left, 'Centene Learning Center' in the center, and 'CENTENE Corporation' on the right. Below the header, a message states: 'Your details must first be found in the user database. Please enter your username (this is your NPN if you have one, or your email address if you don't have an NPN). To ensure you receive emails from the site, please add centene@cmpsystem.com to your contacts or email approved senders list.' There are two search sections. The first is 'Search by username' with a text input field and a 'Search' button. The second is 'Search by email address' with a text input field and a 'Search' button. A 'Cancel' button is located at the bottom of the search area.

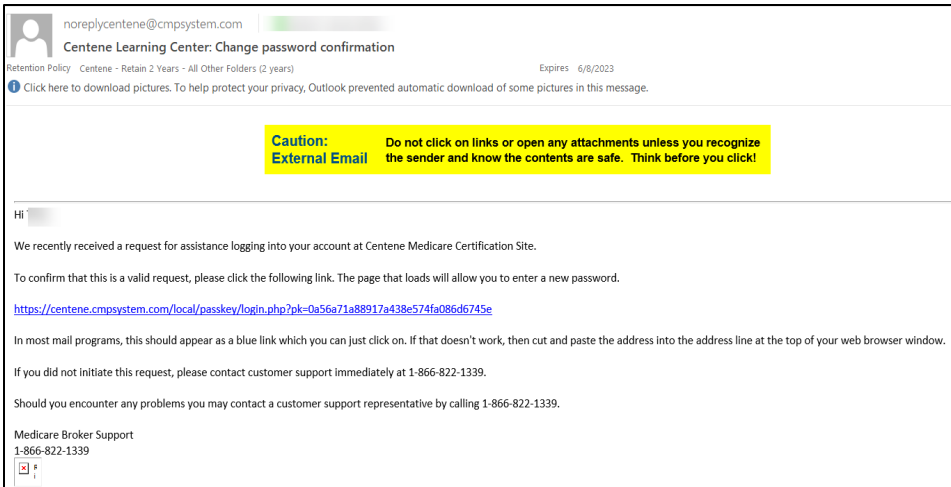
4. You will see a confirmation message. Select the **Continue** button.



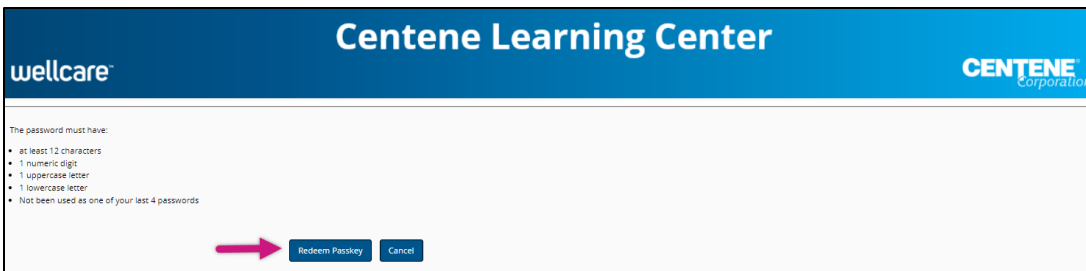
The screenshot shows the confirmation page after a search. The header is the same as in the previous screenshot. The main content area contains the following text: 'If you supplied a correct username then an email should have been sent to you. To ensure you receive emails from the site, please add centene@cmpsystem.com to your contacts or email approved senders list. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact 1-866-822-1339.' At the bottom right, there is a blue 'Continue' button with a pink arrow pointing to it.

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.

The screenshot shows a 'Change password' form with several error messages at the top. The first message states: 'Your current password no longer matches the set password policy. Passwords must have at least 1 upper case letter(s)'. The second message says: 'You must change your password to proceed.' Below these, the form has fields for 'Username', 'New password', and 'New password (again)'. The 'New password' field has a red error icon and a message: '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'. The 'New password (again)' field also has a red error icon. A pink arrow points to the 'Save changes' button. At the bottom left, it says 'There are required fields in this form marked [red error icon]'.

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

The screenshot shows a confirmation message 'Password has been changed.' in a white box. Above the message is a blue header with 'wellcare' on the left, 'Centene Learning Center' in the center, and 'CENTENE Corporation' on the right. A pink arrow points to the 'Continue' button at the bottom right of the message box.

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