



# 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:

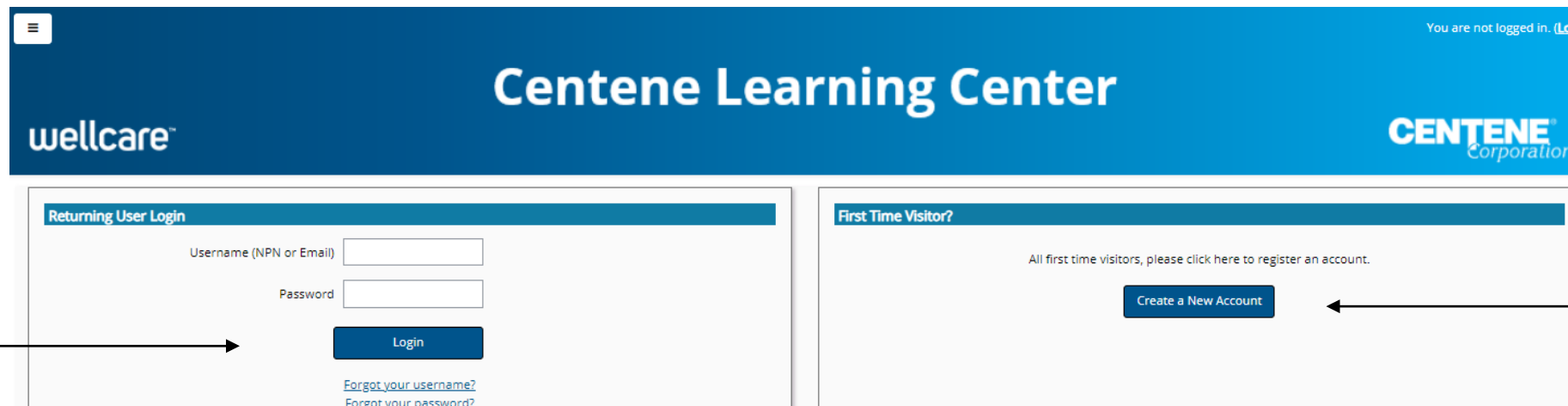
- Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions.
- Annual certification requirements must be met prior to marketing and/or selling Wellcare Medicare Advantage plans.

# 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. **First Time Visitors:** Navigate to the webpage's First Time Visitor? section and select on the **Create a New Account** link.



Returning User Login

Username (NPN or Email)

Password

Login

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

First Time Visitor?

All first time visitors, please click here to register an account.

Create a New Account

# 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.

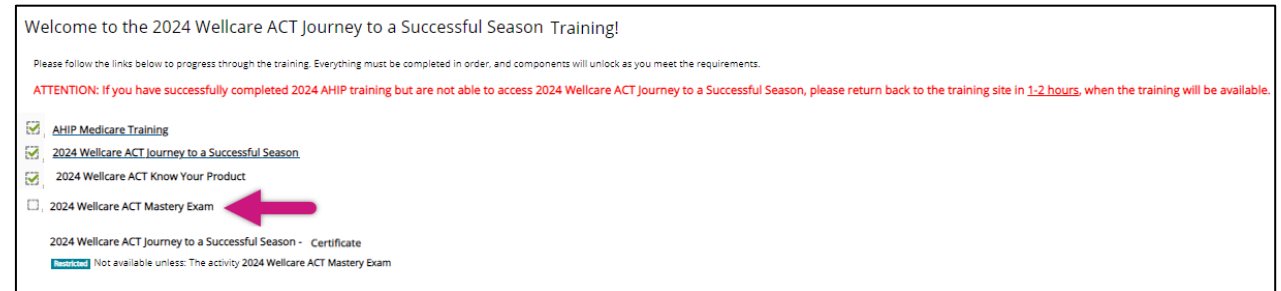
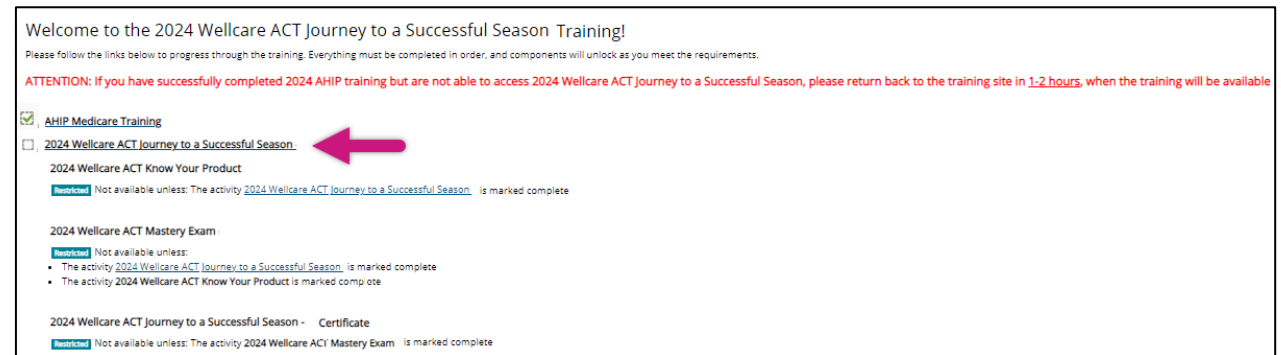
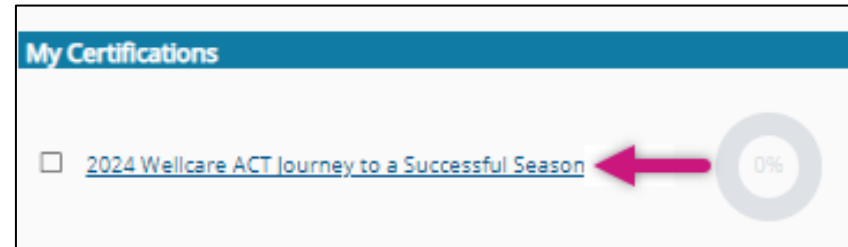
The screenshot shows the Centene Learning Center login interface. At the top, there is a blue header with the Centene logo and the text "You are not logged in. (Log In)". Below the header, the "wellcare" logo is on the left and the "CENTENE Corporation" logo is on the right. The main content area is white and contains a form with the following elements:

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

# Returning Users Only

Follow these simple steps to begin training:

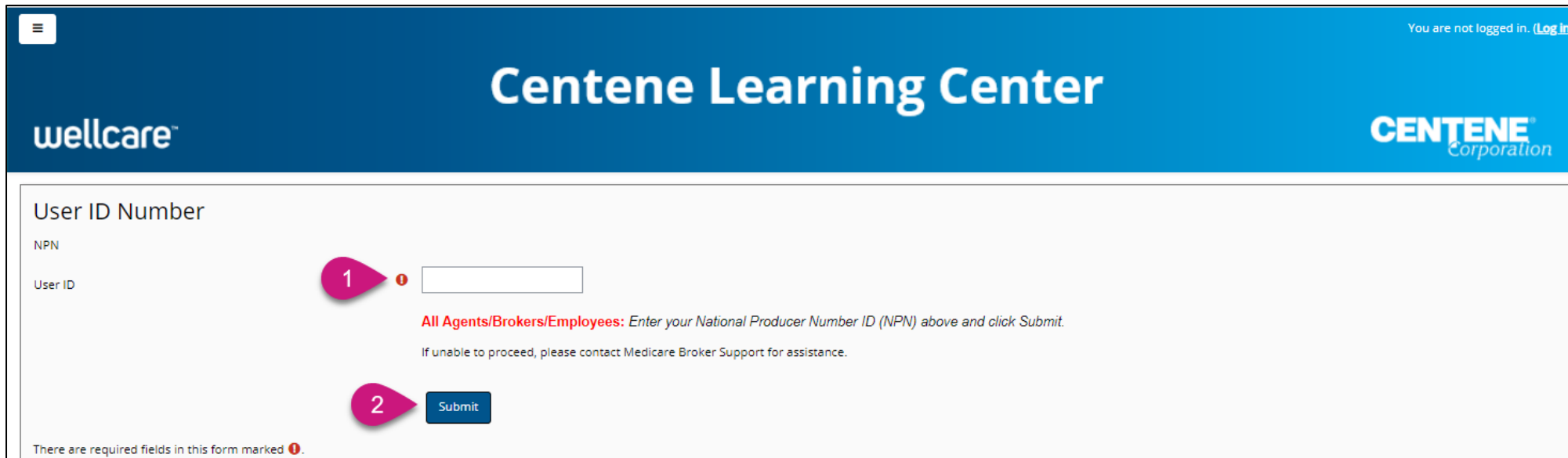
- In the **My Certifications** section, you will find your assigned training. Select the **2024 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2024)** the **2024 Wellcare ACT** will be unlocked 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.

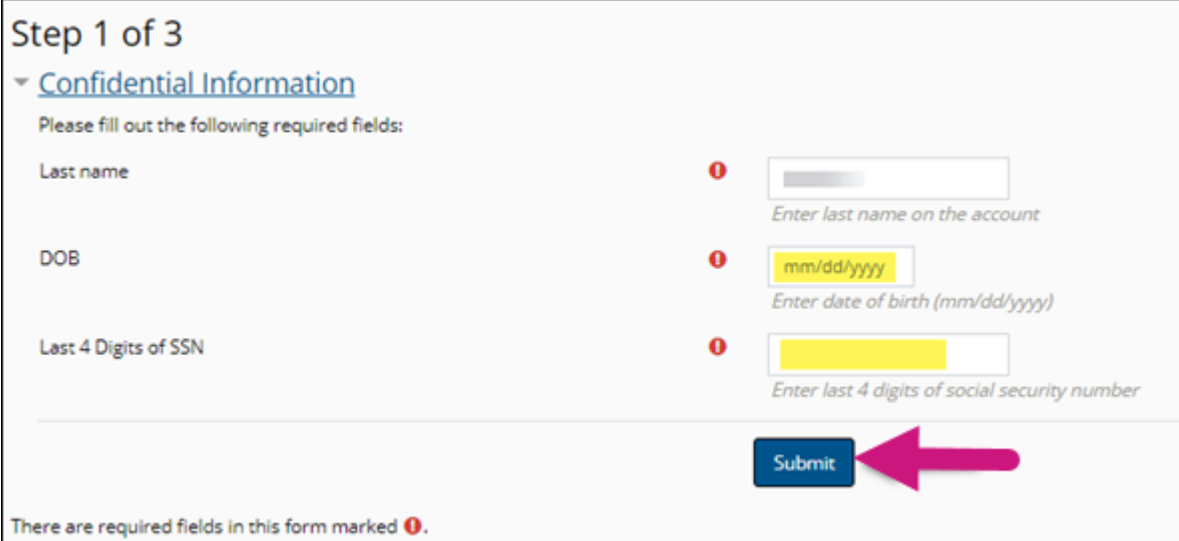


The screenshot shows the Centene Learning Center registration page. At the top, there is a blue header with the Centene Learning Center logo and the Centene Corporation logo. The page is titled "User ID Number" and "NPN". A text input field is present with a red callout bubble containing the number "1" pointing to it. Below the input field, there is a red instruction: "All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit." Below this instruction, there is a blue "Submit" button with a red callout bubble containing the number "2" pointing to it. At the bottom of the form, there is a note: "There are required fields in this form marked [red exclamation mark icon]."

# 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.



Step 1 of 3

▼ [Confidential Information](#)

Please fill out the following required fields:

Last name ⓘ  Enter last name on the account

DOB ⓘ  Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN ⓘ  Enter last 4 digits of social security number

There are required fields in this form marked ⓘ.

**Note:** All fields marked with ⓘ 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 red 'i' icon indicating required fields:

- Personal Information:** Includes fields for First name (pre-filled with 'Test'), Middle name, Last name (pre-filled with 'Broker'), Suffix, Designation, Company name, Job title, and Phone number.
- National Producer Number:** Includes an NPN field (pre-filled with '652020250') and a Confirm NPN field (pre-filled with '652020250'). A 'FIND MY NPN' button is present.
- Password:** Includes a Password field and a Confirm password field. A yellow tooltip is visible over the Password field with the text 'Click to enter text' and 'Enter Password'.

**Note:** All fields marked with  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.

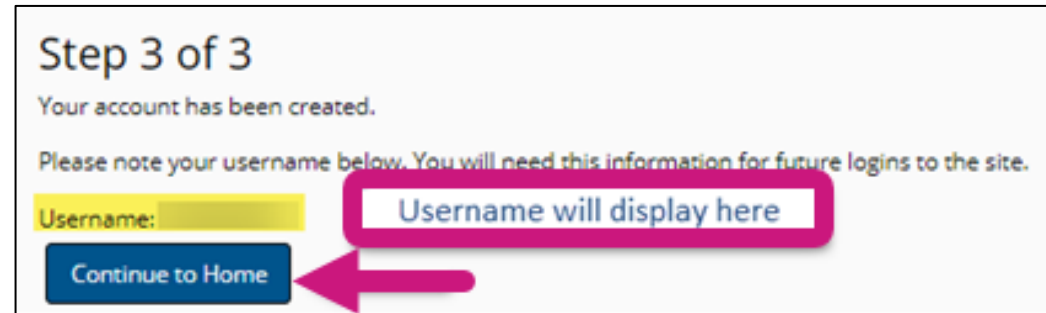
The screenshot shows a registration form with two main sections: 'Email address' and 'Mailing Address'. The 'Email address' section includes two fields: 'Email address' and 'Confirm email address', both with red error icons and yellow placeholder text. The 'Mailing Address' section includes five fields: 'Address 1', 'Address 2', 'City', 'State / Territory', and 'Zip code', all with red error icons. The 'Country' field is pre-populated with 'United States'. A pink arrow points to the 'Register' button.

**Note:** All fields marked with  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.



The screenshot shows a confirmation screen titled "Step 3 of 3" with the message "Your account has been created." Below this, it says "Please note your username below. You will need this information for future logins to the site." There is a yellow highlighted "Username:" label next to a text input field. A pink box highlights the text "Username will display here" inside the input field. Below the input field is a blue button labeled "Continue to Home", with a pink arrow pointing to it from the right.



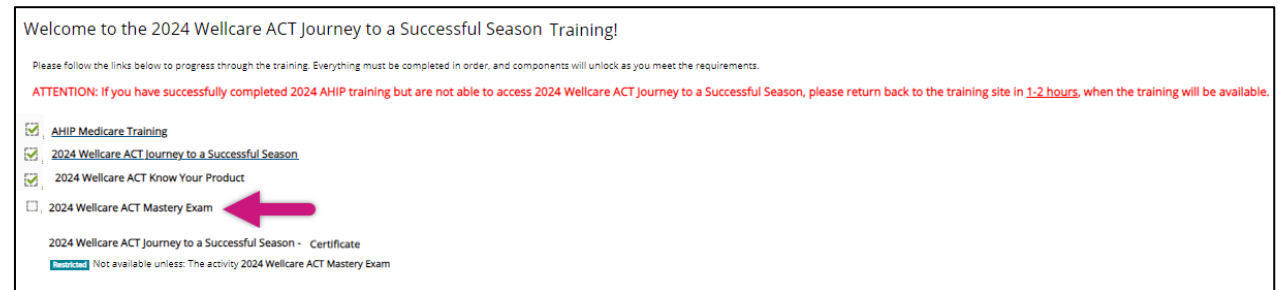
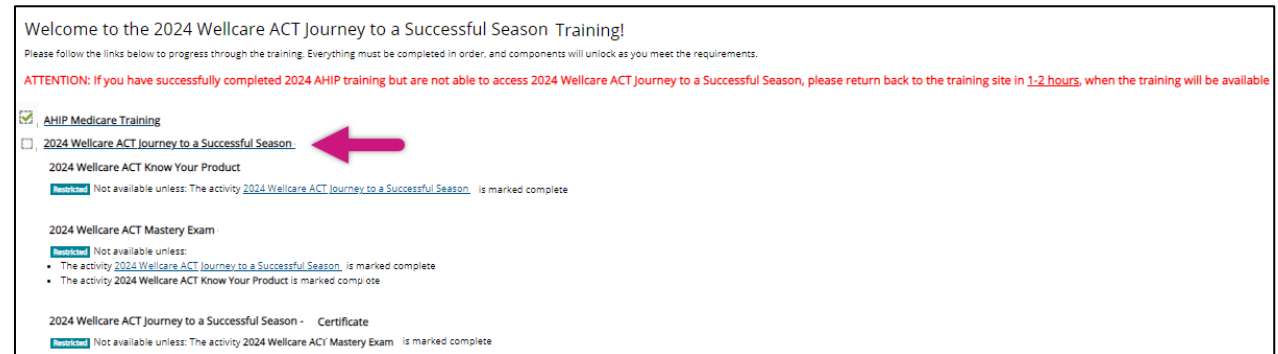
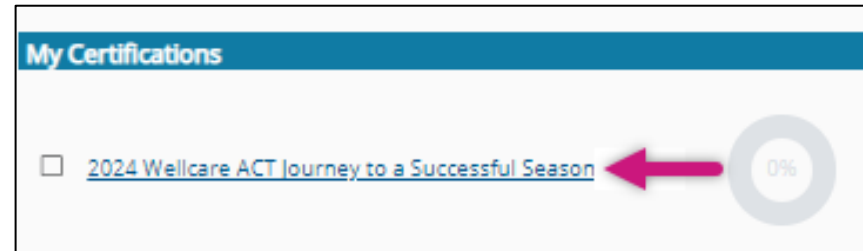
## Helpful Hint!

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.
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- 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)