



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:

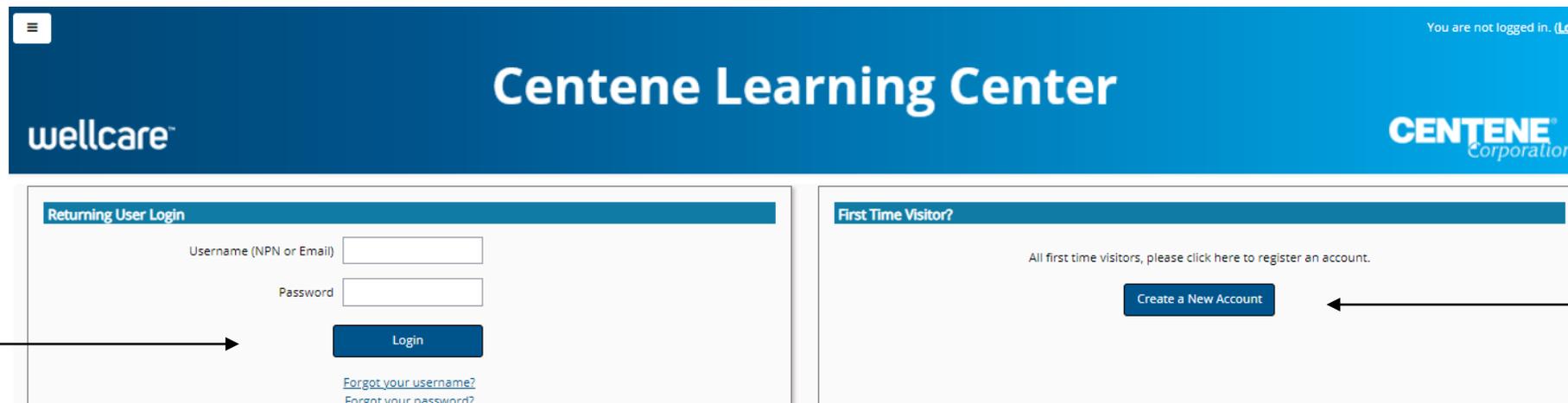
- Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions.
- Annual certification requirements must be met prior to marketing and/or selling Wellcare Medicare Advantage plans.

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.

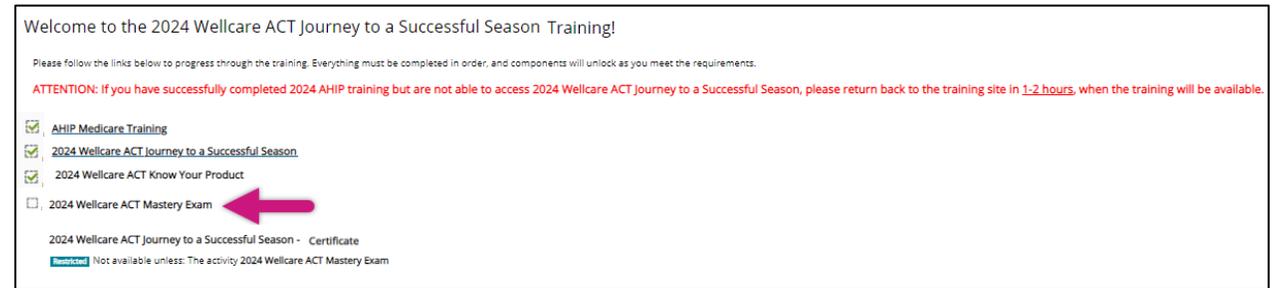
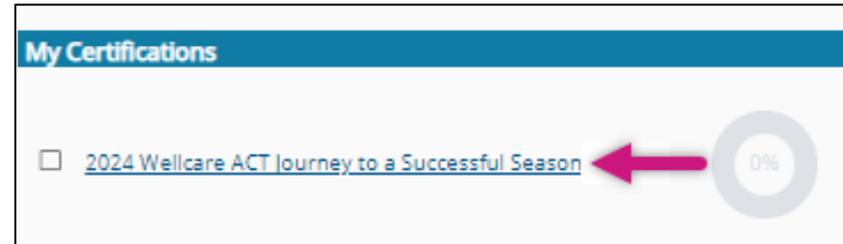
The screenshot shows the Centene Learning Center login interface. At the top, there is a blue header with the Centene logo and the text 'CENTENE Corporation'. Below the header, the page title 'Centene Learning Center' is displayed. The main content area contains a form with the following elements:

- A 'User ID Number' label above an input field.
- A 'NPN' label above the input field.
- A 'User ID' label to the left of the input field.
- A red callout bubble with the number '1' pointing to the input field.
- A red error message: '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.
- A red callout bubble with the number '2' pointing to the 'Submit' button.
- A footer note: 'There are required fields in this form marked [red exclamation mark icon]'.

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.

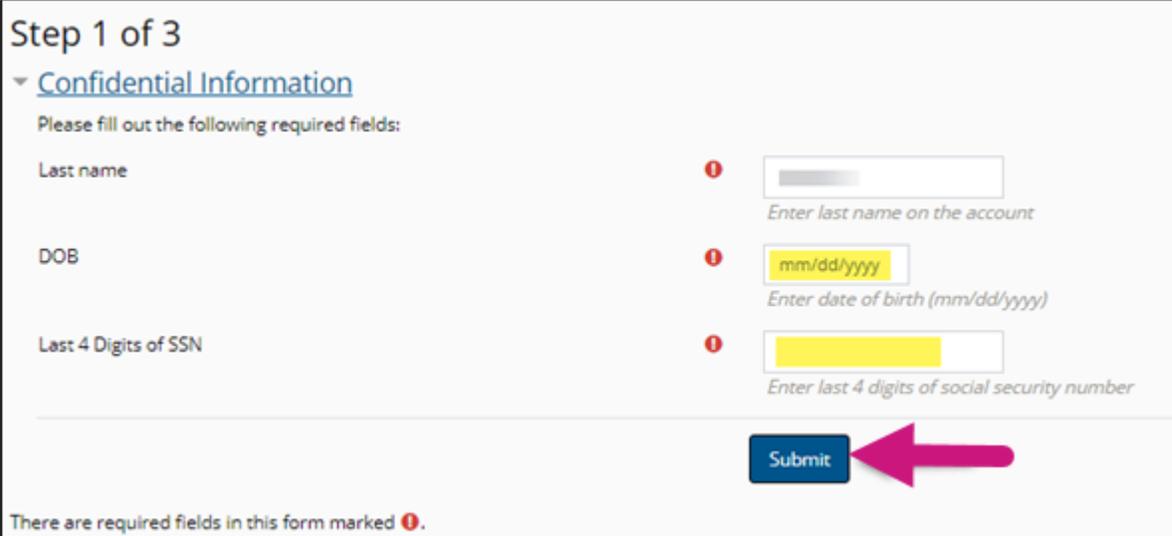
The screenshot shows the Centene Learning Center registration page. At the top, there is a blue header with the Centene logo and the text "You are not logged in. (Log In)". Below the header, the page title "Centene Learning Center" is displayed. The main content area contains a registration form with the following elements:

- A "User ID Number" label above an input field.
- A "NPN" label above the input field.
- A "User ID" label to the left of the input field.
- A red callout bubble with the number "1" pointing to the input field.
- A red error message: "All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit." Below the input field.
- A note: "If unable to proceed, please contact Medicare Broker Support for assistance." Below the error message.
- A blue "Submit" button with a red callout bubble with the number "2" pointing to it.
- A footer note: "There are required fields in this form marked [red icon]." at the bottom left.

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:** Fields include 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:** Fields include NPN (pre-filled with '652020250') and Confirm NPN (pre-filled with '652020250'). A 'FIND MY NPN' button is present.
- Password:** Fields include Password and Confirm password. A 'Click to enter text' button is present above the password field.

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.

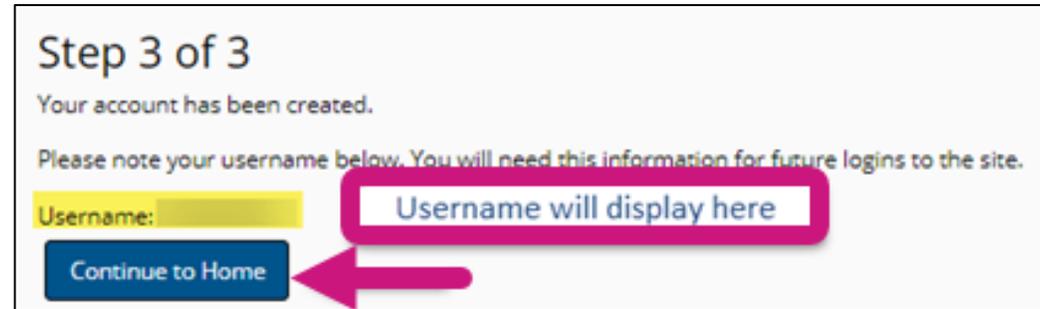
The screenshot shows a registration form with two main sections: 'Email address' and 'Mailing Address'. The 'Email address' section includes two fields: 'Email address' and 'Confirm email address', both marked with a red error icon. The 'Mailing Address' section includes five fields: 'Address 1', 'Address 2', 'City', 'State / Territory', and 'Zip code', all marked with a red error icon. The 'Country' field is set to 'United States'. A pink arrow points to the 'Register' button. At the bottom, there is a note: 'There are required fields in this form marked [red error icon]'.

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 callout box points to the input field with the text "Username will display here". Below the input field is a blue button labeled "Continue to Home", which is also pointed to by a pink arrow.



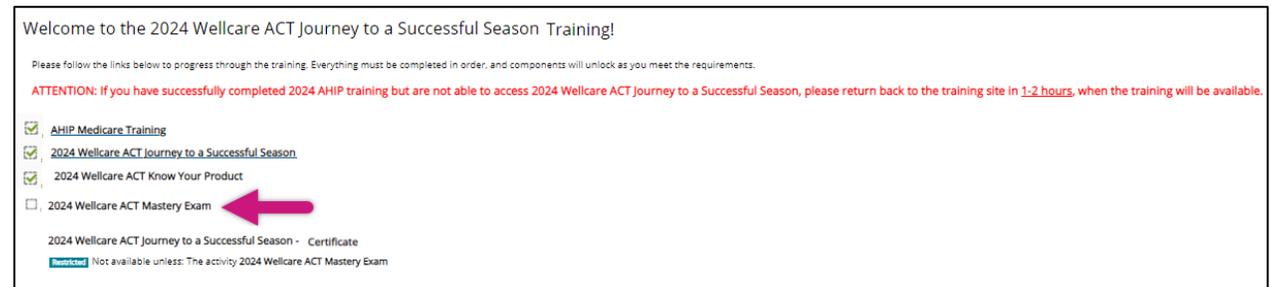
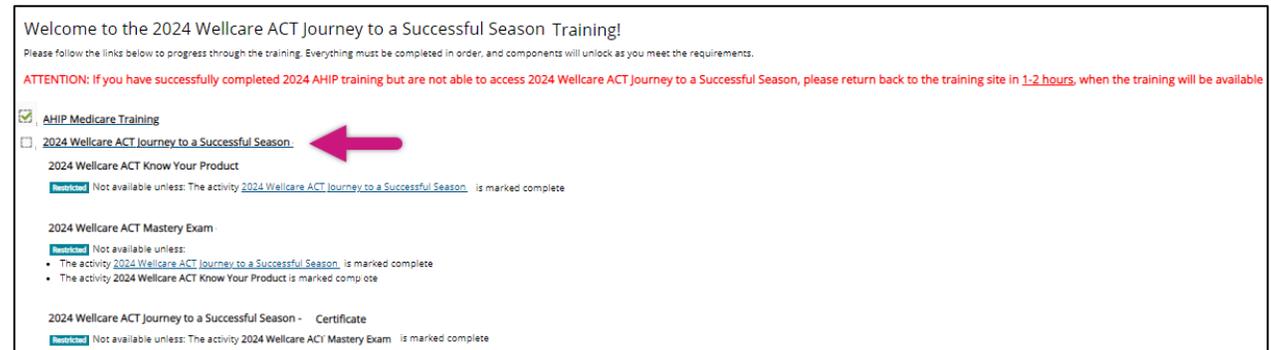
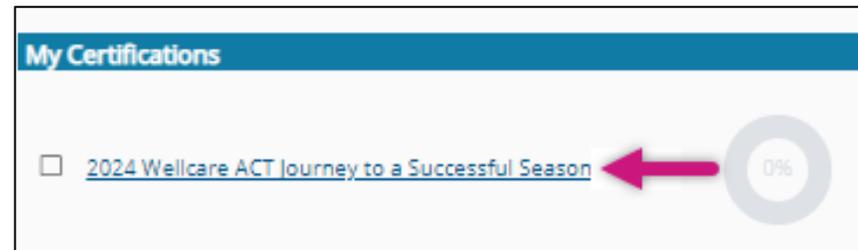
Helpful Hint!

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.





CENTENE
Workbench

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Centene Workbench: Contract Re-Certification Process

External Guide

Purpose of this Document

With this guide, all brokers and agencies will be able to:

- Complete Contract Re-Certification in their Centene Workbench Portal.
- Steps will include verifying Demographic and Payment Information, Selling States, signing the 2024 Third-Party Marketing Entity (TPME) Agreement and W9.

Please Note: *Licensed-Only Agents and Dual-Assignment Agents will not be prompted to update payment information.*

- Print Contract and W-9 documents once completed

Icon Use:

Icon	Function
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NEW Enhancement Profile RTS Widget

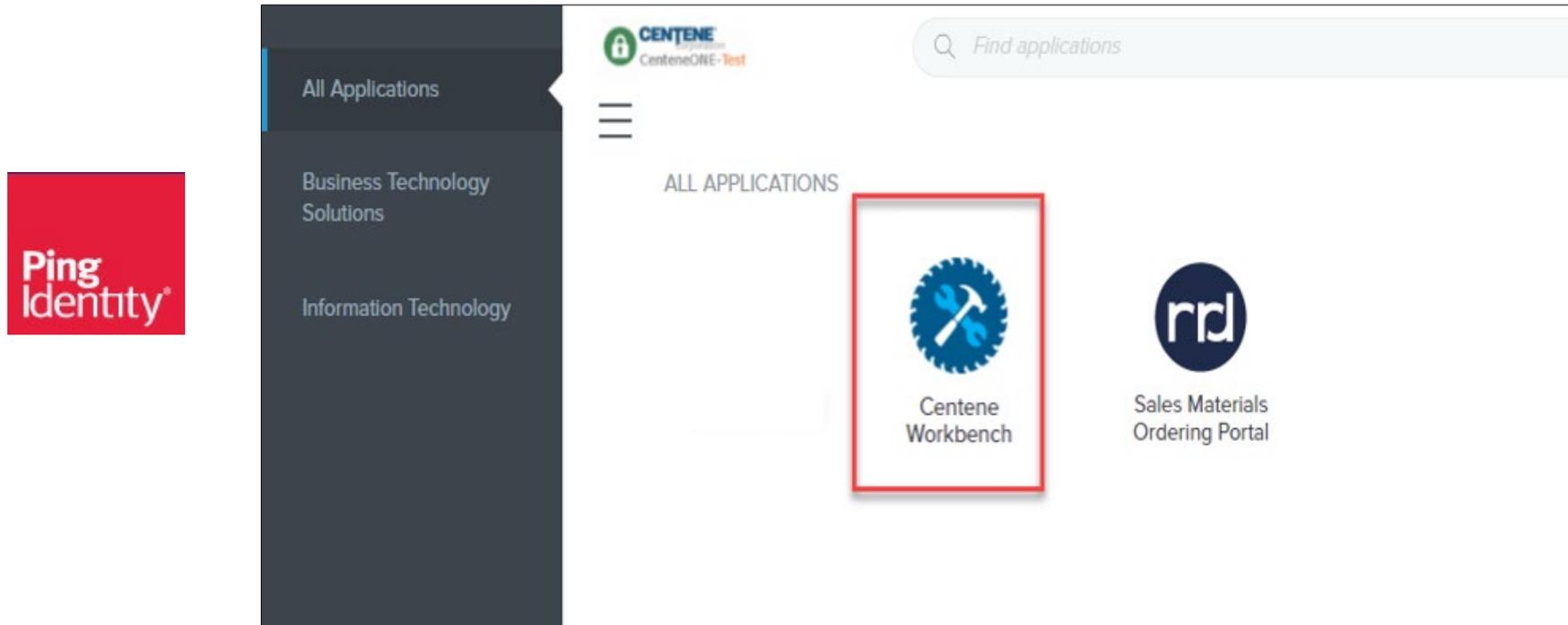
Logging into PingOne



Logging into PingOne

To access the Contract Re-Certification, please log into your Broker Portal, through your PingOne access in Centene Workbench.

Note: For assistance with accessing PingOne, please follow the link to the PingOne Guide.



Verifying Notifications in Broker Portal



Accessing My Certification Cases from Navigation Menu

- Access the Contract Re-Certification by selecting from the Navigation Menu:
 - **My Credentials > My Certification Cases > Start.**

The screenshot displays the CENTENE Workbench interface. On the left is a blue navigation menu with the following items: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, PAYMENT HISTORY, APPLICATION STATUS, DOCUMENTS & RESOURCES, MY CREDENTIALS (highlighted with a red box), MY ACCOUNT, SUPPORT TICKETS, and WORKFLOWS. The 'MY CREDENTIALS' menu is expanded, showing 'My Certification Cases', 'Manage My Licenses', and 'My Status & Credentials'. The main content area features a table with columns: Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. A single row is visible, with a 'START' button highlighted in a red box in the Name column and a 'Created - New' status highlighted in a red box in the Status column. Below the table, a modal window titled 'Recertification' is displayed, containing the following text: 'The 2024 Contract Recertification case is available for you to complete. You will be prompted to (1) verify Demographic, Payment Information, and Selling States and (2) sign the 2024 TPME Agreement and W9. Please Note: Licensed Only brokers and Dual Assignment brokers will not be prompted to update payment information. IMPORTANT! This is part of the annual certification requirements and must be completed by September 30, 2023 to avoid suspension from marketing / selling Wellcare products.' At the bottom of the modal are 'CLOSE' and 'CONTINUE' buttons.

Name	LOB	Year	Type	NPN	Sales Level	Affiliated Agency/Team	Submitted By	Creation Date	Status
START	Medicare Advantage	2024	Contract Recertification		Broker		Loader, File	06/29/2023	Created - New

Showing 1 to 1 of 1 entries

FIRST PREVIOUS 1 NEXT LAST

Recertification

The 2024 Contract Recertification case is available for you to complete. You will be prompted to (1) verify Demographic, Payment Information, and Selling States and (2) sign the 2024 TPME Agreement and W9.

Please Note: Licensed Only brokers and Dual Assignment brokers will not be prompted to update payment information.

IMPORTANT! This is part of the annual certification requirements and must be completed by September 30, 2023 to avoid suspension from marketing / selling Wellcare products.

CLOSE CONTINUE

- You can view the status of the case on the right-hand side under **STATUS**.



Completing The Contract Re-Certification Case



Completing The Contract Re-Certification

1. Once logged into **Centene Workbench**, you will see the pending contract re-certification to complete.
2. Select **Start**.

Name	LOB	Year	Type	NPN	Sales Level	Affiliated Agency/Team	Submitted By	Creation Date	Status
	Medicare Advantage	2024	Contract Recertification		Broker		Loader, File	06/29/2023	Created - New

Showing 1 to 1 of 1 entries

FIRST PREVIOUS 1 NEXT LAST



Completing The Contract Re-Certification: Demographics

1. Select the **Demographics** tab under **My Certification Cases**.
2. Your Demographics information will automatically load in from your account profile.

Note: Name, Tax ID, NPN, Email, Business Address information is pulled from NIPR and cannot be edited.

3. Ensure to review and/or update the following information in your Demographics:
 - **Mobile Number:** Required
 - **Business Number:** Required
 - **Marketing Number:** Optional
 - **Secondary Email:** Optional
 - **Shipping Address:** Required

Note: Please do not use a PO Box for Shipping Address.

4. Select continue to move on to the Payment section.

My Certification Cases

DEMOGRAPHICS PAYMENT STATE LICENSES SUBMIT

Fields marked with an asterisk (*) are required.

Personal Information

First Name* [input field]
Middle Initial [input field]
Last Name* [input field]
SSN* [input field]
NPN* [input field]
DOB* [input field]
Mobile Phone* [input field]
Business Phone* [input field]
Marketing Phone [input field]
Email* [input field]
Secondary Email [input field]
Job Title [input field]

My Certification Cases

DEMOGRAPHICS PAYMENT STATE LICENSES SUBMIT

Shipping Address Information

Shipping Address Same as Residence?* No

Address 1* [input field]
Address 2 [input field]
City* [input field]
State* [dropdown menu]
Zip Code* [input field]

Broker Information

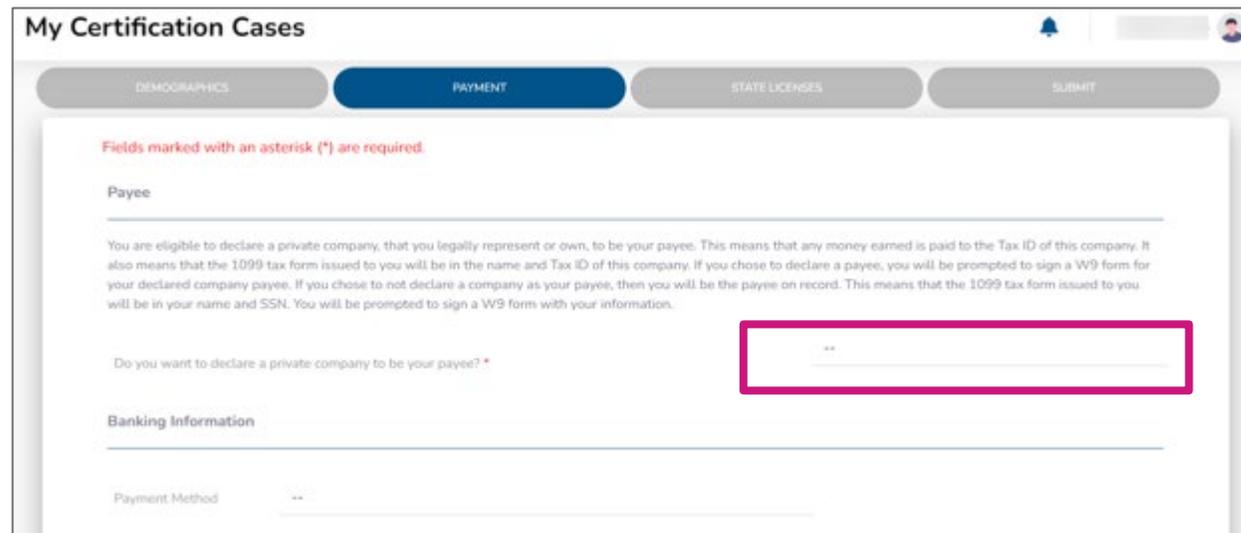
Broker Type [input field: Field Broker]



Completing The Contract Re-Certification: Payment

Direct and Downline Only Sub Type Payment Steps

1. Review your current payment information and update, as necessary.
 - Select **Yes** if you own an Agency and you wish to assign the Agency as the Payee.
 - Select **No** if you do not wish to declare the Agency as the Payee.



My Certification Cases

DEMOGRAPHICS PAYMENT STATE LICENSES SUBMIT

Fields marked with an asterisk (*) are required.

Payee

You are eligible to declare a private company, that you legally represent or own, to be your payee. This means that any money earned is paid to the Tax ID of this company. It also means that the 1099 tax form issued to you will be in the name and Tax ID of this company. If you chose to declare a payee, you will be prompted to sign a W9 form for your declared company payee. If you chose to not declare a company as your payee, then you will be the payee on record. This means that the 1099 tax form issued to you will be in your name and SSN. You will be prompted to sign a W9 form with your information.

Do you want to declare a private company to be your payee? *

Banking Information

Payment Method

Note: Declaring the Agency as a payee is not the same as an Assignment of Commissions. If you wish to update your AOC, this needs to be changed in the “My Hierarchy Info” section in Centene Workbench. If Agency is assigned as Payee, be advised that you must be listed as an Authorized Owner on the bank account.



Completing The Contract Re-Certification : Payment

Direct and Downline Only Sub Type Payment Steps

Payee Entity Assignment:

- If you selected **Yes**, provide the required payment information for this entity as well as a W9.
Note: If you own an Agency and assign the Agency as your payee, your 1099 will be in the name of that entity.
- Once all information is provided, select **Continue**.

Do you want to declare a private company to be your payee? * Yes

As you declared "yes", you will need to provide additional information regarding your payee in the section below. The information you enter below will be used to electronically generate a IRS W-9 Form.

Business Entity Information

Taxpayer ID Number* _____

Business Name DBA* _____

Business Address * _____

Business City * _____

Business State * -- _____

Business Zip * _____

W-9 Information

Taxation Type * -- _____

I declare that I am legally authorized to execute contracts and agreements on behalf of myself or the legal entity I represent. *

Banking Information

Payment Method ACH (Direct Deposit) _____

Account Type * Checking _____

[?] Account Number * _____

Verify Account Number * _____

[?] Routing Number * _____

Financial Institution * _____

CONTINUE



Completing The Contract Re-Certification : Payment

Direct and Downline Only Sub Type Payment Steps

No Payee Entity Assignment:

- If you selected **No**, provide the required payment information for yourself.
- Once all information is provided, select **Continue**.

Banking Information

Payment Method	ACH (Direct Deposit)
Account Type *	Checking
[?] Account Number: *
Verify Account Number *
[?] Routing Number: *	104913912
Financial Institution *	PINNACLE BANK

CONTINUE



Completing The Contract Re-Certification : Payment

Licensed-Only Agent and Dual-Assignment Sub Type Payment Steps

- For the abovementioned Sub Types, commissions are assigned to the Upline, and no payment information is required.
- No actions are required during this step. Select **Continue**.

Fields marked with an asterisk (*) are required.

Banking Information

Based on your current sub-type, no additional data is needed within this section. Please click "Continue" to proceed.



CONTINUE



Completing The Contract Re-Certification : State Licenses

1. Review your current selected selling states.
2. You can also select additional licenses that you wish to market and sell Wellcare products for.
3. Once license section has been reviewed, select **Continue**.

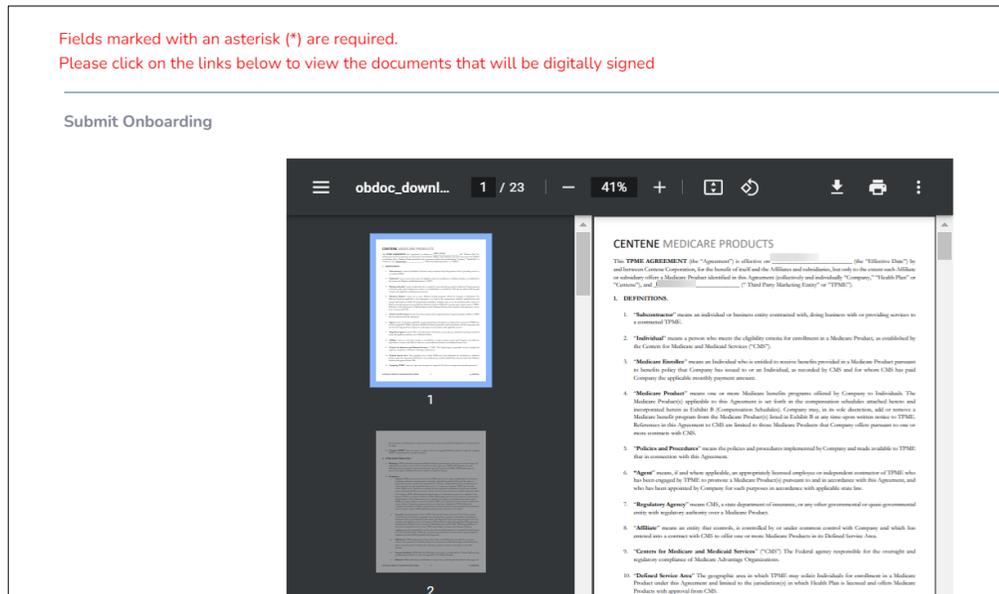
<input checked="" type="checkbox"/> ME - Maine	<input checked="" type="checkbox"/> WI - Wisconsin
<input checked="" type="checkbox"/> MI - Michigan	<input checked="" type="checkbox"/> WV - West Virginia
<input checked="" type="checkbox"/> MN - Minnesota	<input type="checkbox"/> WY - Wyoming

[CONTINUE](#)



Completing The Contract Re-Certification: Submit

1. Prior to submitting this Contract-Recertification case, you will be able to review the 2024 Third-Party Marketing Entity (TPME) Medicare Agreement (including summary of changes) and your W9.
2. To submit your Contract Re-Certification case, review and acknowledge the statements below. Use the open space to complete your signature, and then select **Submit**.



Contract Application

W9

I have read and agree to the terms and conditions of the contract

I understand that my submission of this application means that I have read and understand the content of this application, and that I confirm that the information I have provided is accurate.

Date * 06/30/2023

IP Address * [REDACTED]

Please sign your name in the space below.

CLEAR

SUBMIT



Contract Re-Certification Completed



Contract Re-Certification Completed

Once you have successfully submitted your Contract Re-Certification case, you will receive the following message regarding next steps. You will also be given the ability to download the Third-Party Marketing Entity (TPME) Agreement and W9. (These documents are also located in the broker profile under the Documents & Resources tab.)

Note: If you are Re-Certifying as an Agency, please ensure your Principal completes the Contract Re-Certification process as well.

Submission Successful!

Thank you for completing your contract as part of the 2024 Annual Certification Requirement.

Below is a copy of your signed contract and W9. Please download and/or print a copy for your records. These document will also be stored in your portal under Documents & Resources - My Documents.

If you have not done so already, please ensure to complete the 2024 Annual Certification training prior to September 30, 2023 to ensure to avoid suspension from marketing and selling Wellcare products.

[Download Contract](#)

[Download W-9](#)

Broker Name	██████████
Email	██████████
NPN	██████



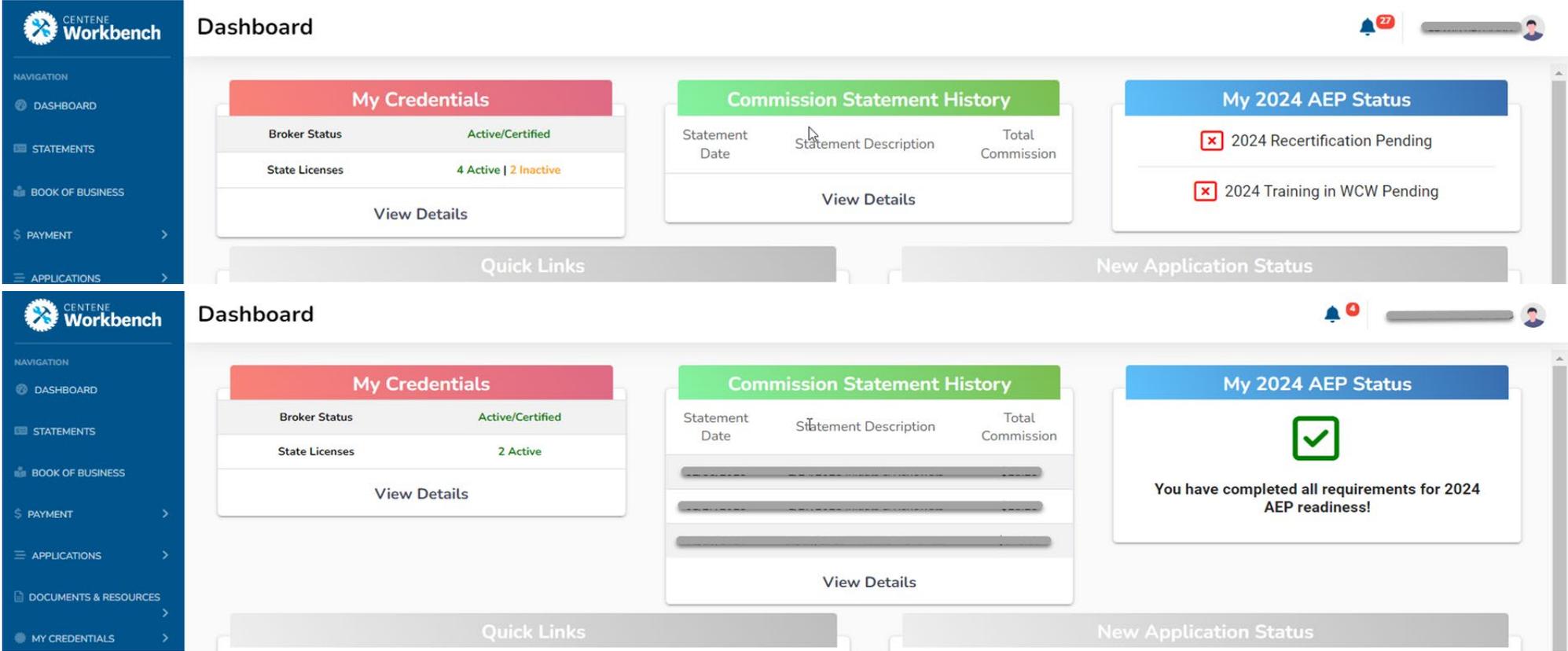
2024 NEW Profile Enhancement- Ready To Sell Widget



2024 NEW Profile Enhancement- Ready To Sell Widget

INDIVIDUAL BROKER VIEW

If you are viewing as a Broker without a direct reporting downline, the Ready To Sell Profile widget will give you a view of your current status, as well as display when you are fully Ready To Sell per the completed requirements.



2024 NEW Profile Enhancement- Ready To Sell Widget

AGENCY VIEW

If you are viewing as an Agency, the Ready To Sell profile widget will give you a view of your downline so you are able to see everyone's Ready To Sell Status. To view the downline, click the "View Details" button located in the widget window.

The screenshot displays the CENTENE Workbench interface. The top section, titled "Broker Credentials", features three widgets: "My Credentials" (showing "Active/Certified" status and "4 Active" licenses), "My 2024 AEP Status" (displaying a green checkmark and a message: "Your agency and principal have completed all requirements for 2024 AEP readiness!"), and "My Downline's 2024 AEP Status" (showing "2024 AEP Ready Brokers: 2" and "2024 AEP Incomplete Brokers: 1"). Below these are "Quick Links" and "New Application Status" sections.

The bottom section shows a detailed view of the "My Downline's 2024 AEP Status" widget. It includes a search bar and several download buttons: "DOWNLOAD BROKER STATUS", "DOWNLOAD LICENSE INFO", "DOWNLOAD TRAINING INFO", "DOWNLOAD CONTRACT INFO", and "DOWNLOAD APPOINTMENT INFO". A table lists the downline brokers with their details:

	Broker Name	Broker Type	Broker NPN	Broker Status	2024 AEP Status	License Status
View Details	[Redacted]	Field Broker	[Redacted]	Active/Certified	Ready	3 Active 0 Expired
View Details	[Redacted]	Field Broker	[Redacted]	Active/Certified	Ready	15 Active 0 Expired
View Details	[Redacted]	Field Broker	[Redacted]	Active/Certified	Incomplete	9 Active 0 Expired





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Questions?



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

Technical Support

Phone: 866-234-6909

Email: Support@AHIPInsuranceEducation.org