



Centene Learning Center Training Site Access Instructions

Presentation for All Users

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.

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Centene Learning Center

CENTENE Corporation

You are not logged in. (Log Out)

Returning User Login

Username (NPN or Email)

Password

Login

[Forgot your username?](#)

[Forgot your password?](#)

First Time Visitor?

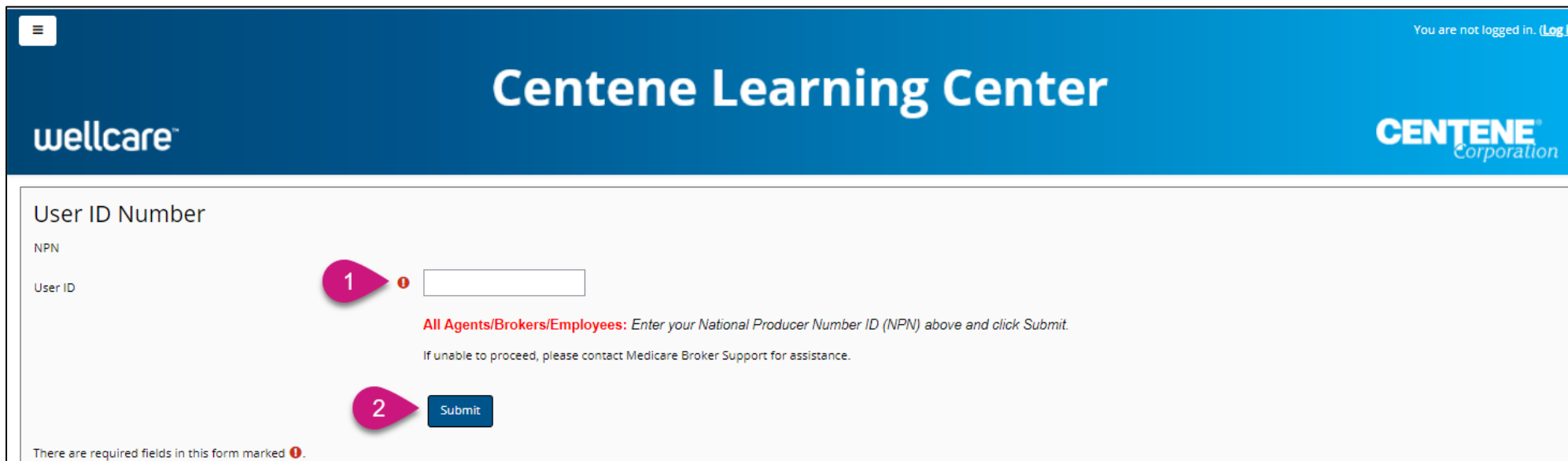
All first time visitors, please click here to register an account.

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 'wellcare' logo on the left, the 'Centene Corporation' logo on the right, and a 'Log In' link. Below the header, the main content area has a light gray background. On the left, there are labels for 'User ID Number', 'NPN', and 'User ID'. A text input field is positioned to the right of these labels. A red callout bubble with the number '1' points to the input field. Below the input field, a red message states: 'All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit.' Below this message, a blue callout bubble with the number '2' points to a blue 'Submit' button. At the bottom left, a small red icon indicates a required field.

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

Centene Learning Center

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CENTENE
Corporation

User ID Number

NPN

User ID

1

All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit.

If unable to proceed, please contact Medicare Broker Support for assistance.

2

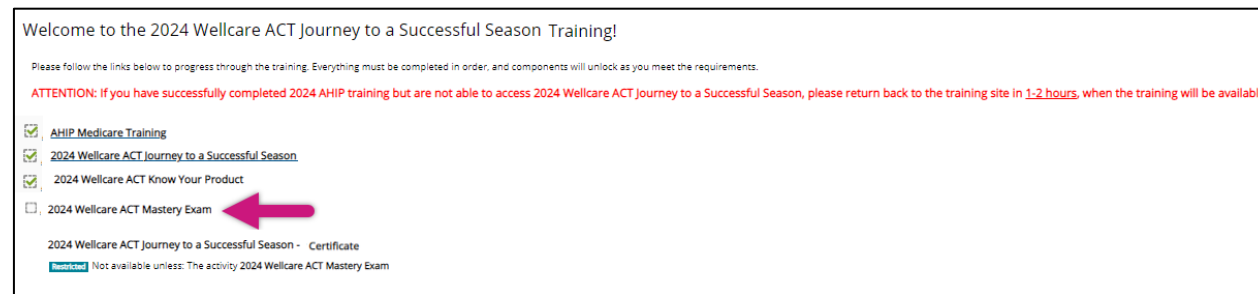
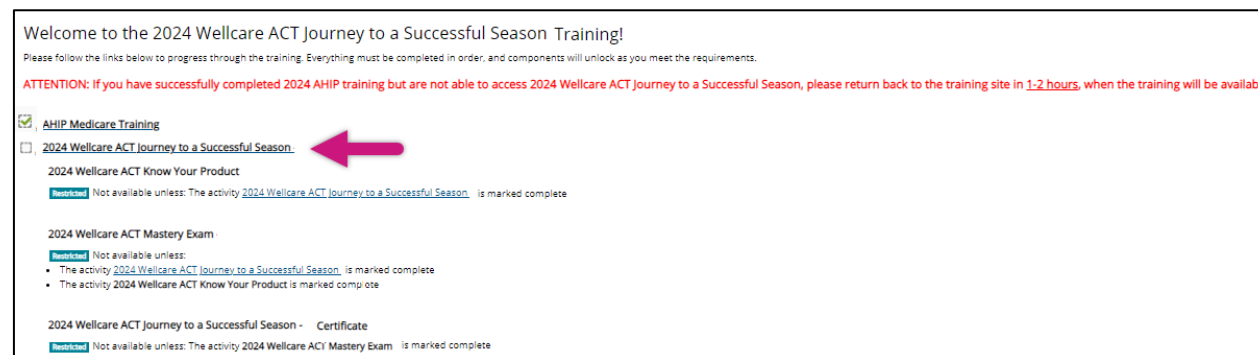
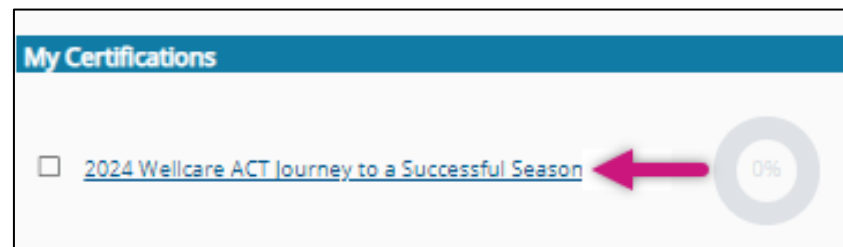
Submit

There are required fields in this form marked **1**.

Returning Users Only

Follow these simple steps to begin training:

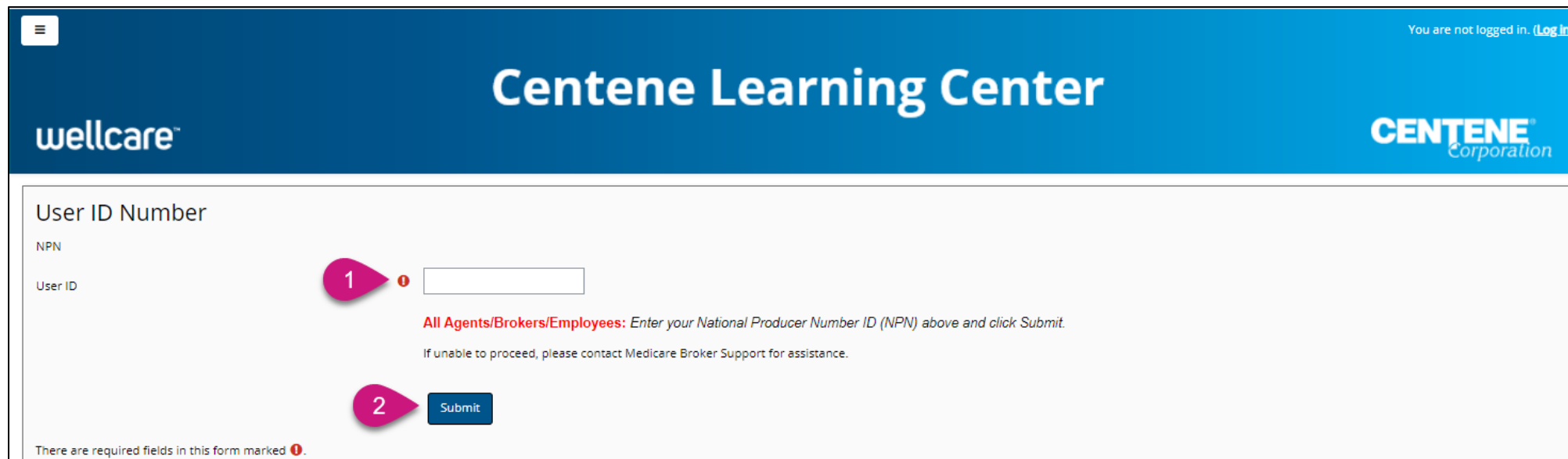
- In the **My Certifications** section, you will find your assigned training. Select the **2024 Wellcare ACT Journey to a Successful Season Training** link to access AHIP/ACT. Once you have successfully completed your required **AHIP Medicare Training (2024)** the **2024 Wellcare ACT** will be unlocked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



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Centene Learning Center

CENTENE Corporation

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

User ID Number

NPN

User ID

1 ⓘ

All Agents/Brokers/Employees: Enter your National Producer Number ID (NPN) above and click Submit.

If unable to proceed, please contact Medicare Broker Support for assistance.

2 Submit

There are required fields in this form marked ⓘ.

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.

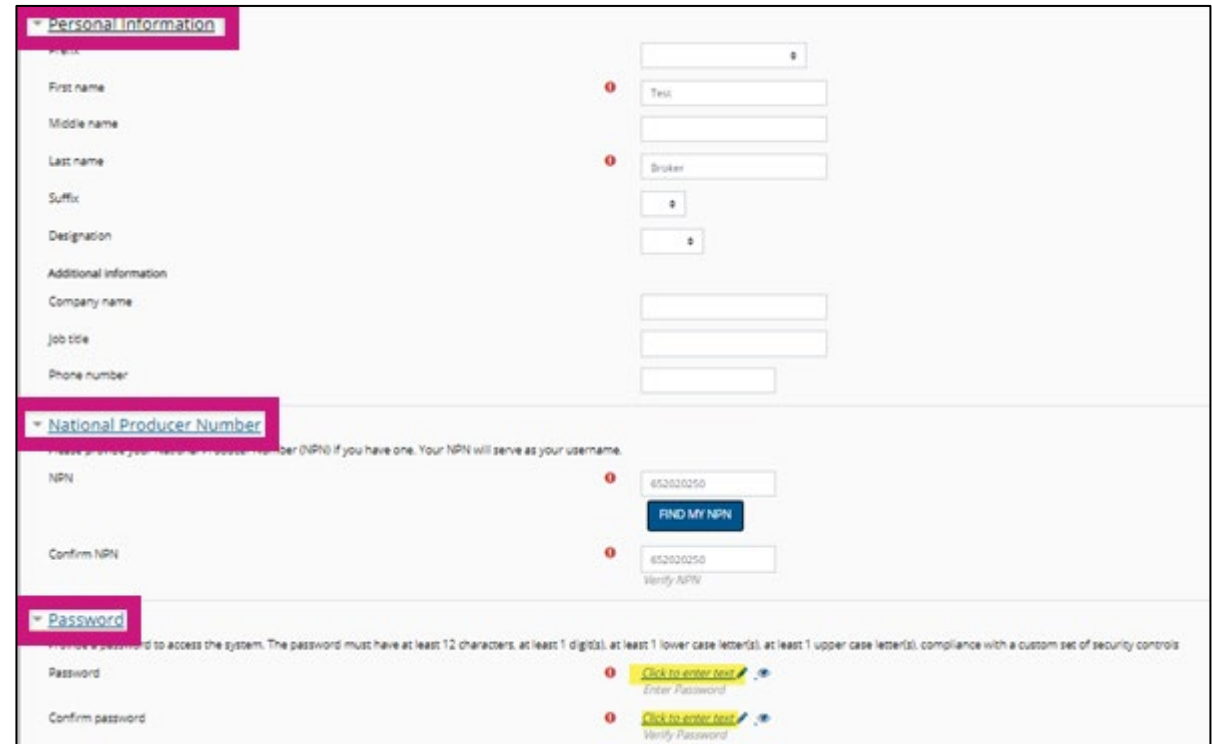
The screenshot shows a registration form titled "Step 1 of 3" with a section for "Confidential Information". It instructs the user to fill out required fields, which are marked with a red information icon (i). The fields are: "Last name" (with a placeholder "Enter last name on the account"), "DOB" (with a placeholder "Enter date of birth (mm/dd/yyyy)" and a yellow highlight), and "Last 4 Digits of SSN" (with a placeholder "Enter last 4 digits of social security number" and a yellow highlight). A blue "Submit" button is at the bottom right, with a pink arrow pointing to it. A footer note states: "There are required fields in this form marked i."

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 image shows a registration form titled "Registration Step 2 of 3". The form is divided into three main sections, each with a highlighted header: "Personal Information", "National Producer Number", and "Password".

Personal Information: This section contains fields for First name, Middle name, Last name, Suffix, Designation, Additional information, Company name, Job title, and Phone number. The "First name" field is pre-populated with "Test" and the "Last name" field is pre-populated with "Broker". Both fields have a red information icon to their left.

National Producer Number: This section contains fields for NPN and Confirm NPN. The NPN field is pre-populated with "652020250" and has a red information icon to its left. Below the NPN field is a blue button labeled "FIND MY NPN". The Confirm NPN field is pre-populated with "652020250" and has a red information icon to its left. Below the Confirm NPN field is a link labeled "Verify NPN".

Password: This section contains fields for Password and Confirm password. The Password field is pre-populated with "Enter Password" and has a red information icon to its left. Below the Password field is a link labeled "Click to enter text". The Confirm password field is pre-populated with "Enter Password" and has a red information icon to its left. Below the Confirm password field is a link labeled "Click to enter text".

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.

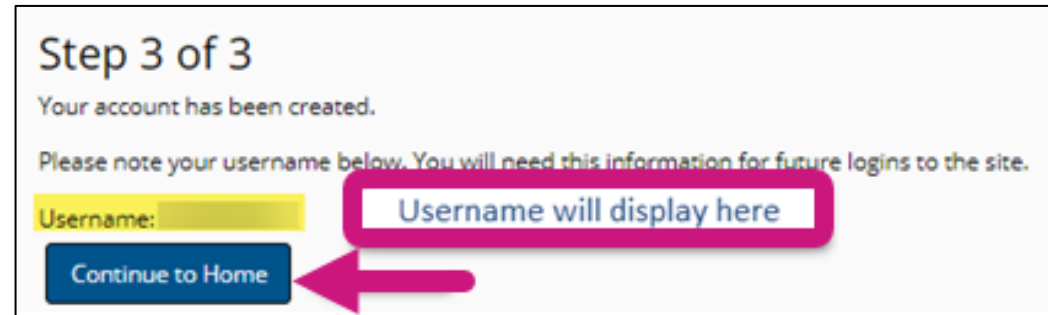
The screenshot shows a registration form with two main sections: "Email Address" and "Mailing Address". The "Email Address" section has two fields: "Email address" and "Confirm email address", both marked with a red required field icon. The "Mailing Address" section has five fields: "Address 1", "Address 2", "City", "State / Territory", and "Zip code", all marked with a red required field icon. There is also a "Country" dropdown menu. At the bottom, there are "Register" and "Cancel" buttons. A pink arrow points to the "Register" button. A note at the bottom of the form states: "There are required fields in this form marked ⓘ".

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.



Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username:

Username will display here

Continue to Home



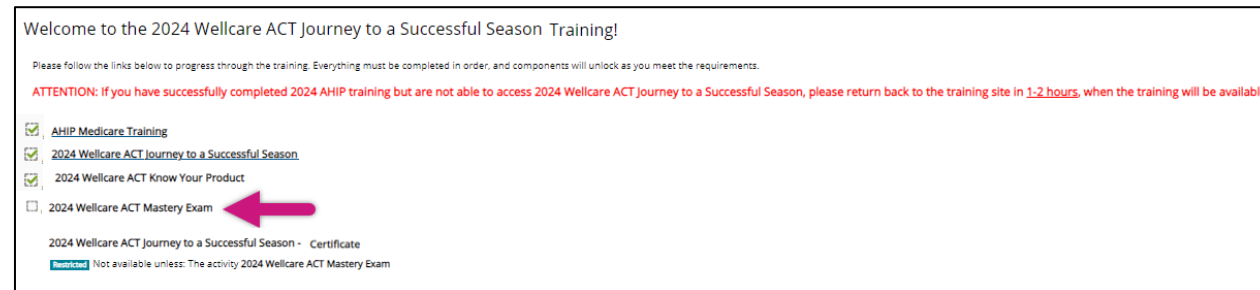
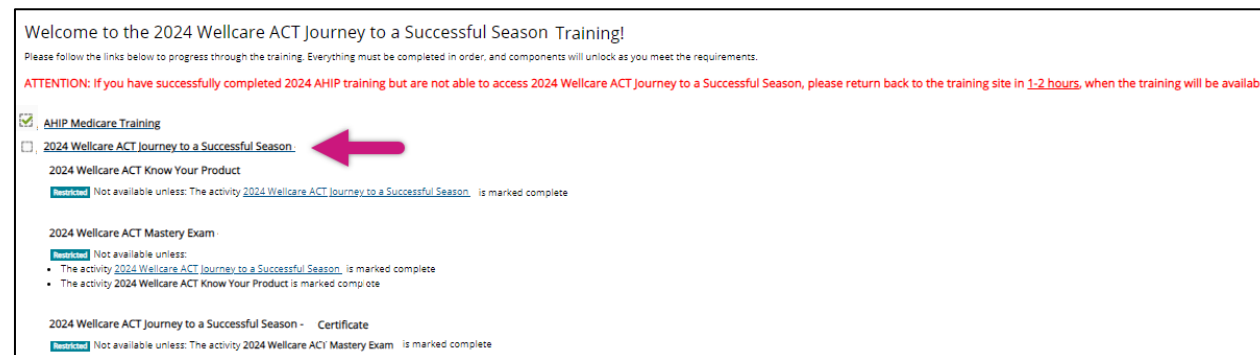
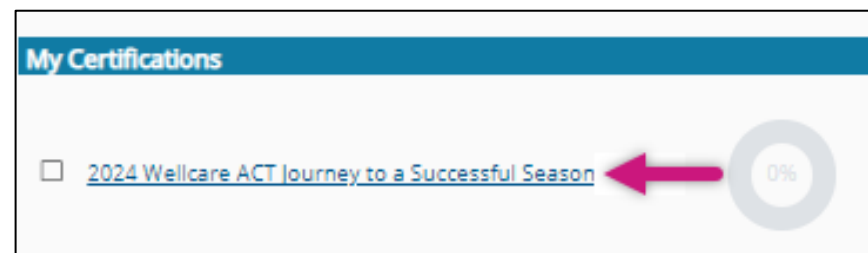
Helpful Hint!

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

The Wellcare logo, consisting of the word "wellcare" in white lowercase letters inside a teal circle. A small "TM" trademark symbol is located at the bottom right of the circle.

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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
	Back to Table of Contents

Table of Contents

Logging into Ping-One

Verifying Notifications on Broker Portal

Complete the Contract Re-certification Case

Contract Re-Certification Completed

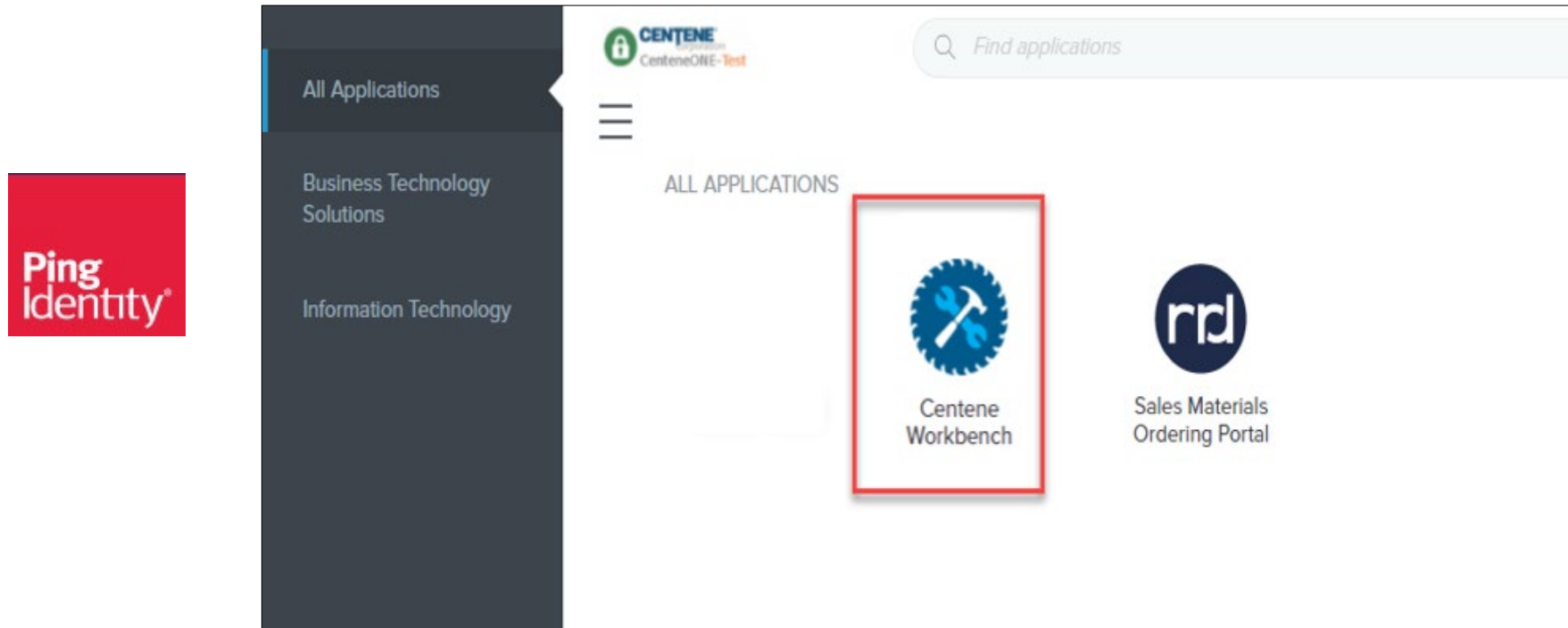
NEW Enhancement Profile RTS Widget

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, a blue navigation menu lists various options: 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 dropdown menu is open, 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 entry is shown, with a 'START' button highlighted in a red box next to the Name column and a 'Created - New' status highlighted in a red box. Below the table, a 'Recertification' section contains text about the 2024 Contract Recertification case, a 'Please Note' about licensed and dual assignment brokers, and an 'IMPORTANT!' notice about the annual certification requirements. At the bottom of this section are 'CLOSE' and 'CONTINUE' buttons.

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

Showing 1 to 1 of 1 entries

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
<div>START</div>		Medicare Advantage	2024	Contract Recertification		Broker		Loader, File	06/29/2023	Created - New

Showing 1 to 1 of 1 entries

FIRSTPREVIOUS1NEXTLAST



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.

The screenshot shows the 'My Certification Cases' interface with the 'DEMOGRAPHICS' tab selected. A red note at the top states: 'Fields marked with an asterisk (*) are required.' The 'Personal Information' section contains the following fields: First Name*, Middle Initial, Last Name*, SSN*, NPN*, DOB*, Mobile Phone*, Business Phone*, Marketing Phone, Email*, Secondary Email, and Job Title. The input fields for First Name, Last Name, SSN, NPN, DOB, Mobile Phone, Business Phone, and Email are currently filled with placeholder text.

This screenshot shows the 'Shipping Address Information' section of the 'My Certification Cases' form. It includes a checkbox for 'Shipping Address Same as Residence?' with the value 'No' selected. Below this are fields for Address 1*, Address 2, City*, State* (a dropdown menu showing '--'), and Zip Code*. The 'Broker Information' section below has a 'Broker Type' field with 'Field Broker' selected. The 'DEMOGRAPHICS' tab is still selected in the top navigation bar.



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 contract 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	[REDACTED]
Email	[REDACTED]
NPN	[REDACTED]



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.

CENTENE
Workbench

NAVIGATION

- DASHBOARD
- STATEMENTS
- BOOK OF BUSINESS
- PAYMENT
- APPLICATIONS
- DOCUMENTS & RESOURCES
- MY CREDENTIALS

Dashboard

My Credentials

Broker StatusActive/Certified

State Licenses4 Active | 2 Inactive

View Details

Commission Statement History

Statement Date	Statement Description	Total Commission
View Details		

My 2024 AEP Status

2024 Recertification Pending

2024 Training in WCW Pending

Quick Links

New Application Status

CENTENE
Workbench

NAVIGATION

- DASHBOARD
- STATEMENTS
- BOOK OF BUSINESS
- PAYMENT
- APPLICATIONS
- DOCUMENTS & RESOURCES
- MY CREDENTIALS

Dashboard

My Credentials

Broker StatusActive/Certified

State Licenses2 Active

View Details

Commission Statement History

Statement Date	Statement Description	Total Commission
View Details		

My 2024 AEP Status

✓

You have completed all requirements for 2024 AEP readiness!

Quick Links

New Application Status



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.

NAVIGATION

- DASHBOARD
- STATEMENTS
- BOOK OF BUSINESS
- PAYMENT
- APPLICATIONS

Broker Credentials

My Credentials

Broker StatusActive/Certified

State Licenses4 Active

View Details

My 2024 AEP Status

Your agency and principal have completed all requirements for 2024 AEP readiness!

My Downline's 2024 AEP Status

2024 AEP Ready Brokers2

2024 AEP Incomplete Brokers1

View Details

Quick Links

New Application Status

NAVIGATION

- DASHBOARD
- STATEMENTS
- BOOK OF BUSINESS
- PAYMENT
- APPLICATIONS
- MY DOWNLINE BROKERS
- DOCUMENTS & RESOURCES
- MY CREDENTIALS
- MY ACCOUNT

Broker Credentials

Broker NPN

Broker Name

SEARCH

DOWNLOAD BROKER STATUS

DOWNLOAD LICENSE INFO

DOWNLOAD TRAINING INFO

DOWNLOAD CONTRACT INFO

DOWNLOAD APPOINTMENT INFO

Search:

	Broker Name	Broker Type	Broker NPN	Broker Status	2024 AEP Status	License Status
View Details		Field Broker		Active/Certified	Ready	3 Active 0 Expired
View Details		Field Broker		Active/Certified	Ready	15 Active 0 Expired
View Details		Field Broker		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