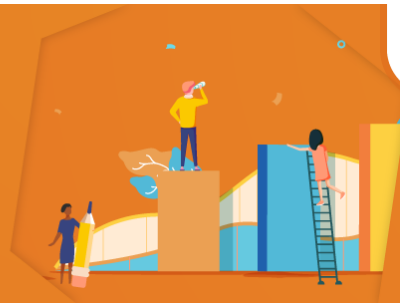


# Agent Advisory



## 2021 Centene Annual Certification Training: Now Available!

Attention Subscriber Doe,

### Annual Certification Training:

We are excited to announce that 2021 Centene Annual Certification Training (ACT) is now available!

We have worked hard to include ACT in the **One Broker Experience**:

- **One Combined 2021 ACT:** this year's 2021 ACT is combined and satisfies the certification requirement for all Centene products, including MA/MAPD and PDP: Allwell, Ascension Complete, Fidelis Care, Health Net, & WellCare
- **Unlimited Attempts:** You can take the mastery exam as many times as you would like. Remember, there is a 24 hour lockout between attempts to allow you time to study and revisit any of the training material.
- **Open-book Exam:** The entire training course is available for download in PDF format located in the course Resources. The document can be searched by using the ctrl-f search function.
- **Updated Product Information:** A link is provided in the course to our product site. It is always up-to-date and can be referenced anytime. Note: First Looks will be available later this month.
- **AHIP to ACT Made Easier:** The Centene Learning Center provides real-time AHIP to ACT training availability.
- **One Transcript:** This year, AHIP and ACT training transcripts come from one location. Manual, separate transmission of AHIP has been eliminated!

Completing 2021 ACT satisfies the certification requirements to market and sell both 2020 and 2021 Centene plans.

### Accessing 2021 ACT:

[Click here](#) to access the Centene Learning Center

- **Returning Users:** Enter your Username and Password and click **Login**.
- **First Time Visitors:** Click on to the **Create a New Account** link under the **First Time Visitor?** section and complete registration.

1. Complete AHIP Medicare Training
2. Complete 2021 Centene ACT Journey to a Successful Season
3. Complete 2021 Centene ACT Know your Product
4. Complete 2021 Centene ACT Mastery Exam

**Note: Each course must be completed in order. For example, 2021 Centene Journey to a Successful Season will unlock after AHIP is completed.**

### Training Resources:

- [Click here](#) for the Centene training site User Guide
- [Click here](#) for a video walk-through of the Centene training site.

- **Complete AHIP through our training site to access discounted pricing (\$125 vs \$175).**
- **AHIP Reimbursement: Available for actual cost paid by you or your upline, up to \$125. \*Must be certified and contracted to sell 2021 Centene plans and have a minimum of 10 new MA/MAPD sales with 1/1/2021 effective dates.** Qualifying sales must remain active with the plan through 3/31/2021. **Reimbursement payout will occur in April 2021.**

### Contracting and Annual Certification Training Reminders:

- Contracting began **Tuesday, June 30, 2020**, should be completed as soon as possible, but no later than **September 30, 2020**.
- **All brokers must review, acknowledge, and complete the combined Centene Broker Contract.**
- **Unless you are currently, separately contracted with Centene, you will not be eligible to market or sell Centene products, Allwell, Ascension Complete, Fidelis Care, Health Net, for Plan Year 2020 until the combined Centene Broker Contract and 2021 AHIP & Annual Certification Training (ACT) are completed.**
- You will not be eligible to market or sell any Centene or WellCare products for Plan Year 2021 until the combined Centene Broker Contract **and** 2021 AHIP & ACT are completed.
- If you do not complete the combined Centene Contract and/or do not complete 2021 AHIP & ACT before September 30, 2020, your Broker Status will be changed to **Suspended**, and **you will not be eligible to receive commissions for any prior business, including renewals.**
- Completing the combined Centene Contract will not change your current contract level.
- **The DocuSign contracting process is only for brokers who are already contracted with WellCare.** A separate contracting process will begin soon for brokers who are **NOT contracted with WellCare**, including brokers separately contracted with Centene.

We are excited to share the exciting changes taking place, so keep an eye on your inbox. As always, we thank you for your continued partnership.

#### Tutorial Video Links

eApp  
Online Formulary  
Provider Directory

#### Website Links

Agent Connect  
Agent Website  
Agent Assisted Enrollment Portal

#### Contact Us

Click here for WellCare points of contact.

#### Archived Agent News

Click here to read archived WellCare communications.

#### Connect with Us

Learn more about WellCare and follow us on Facebook, LinkedIn, Twitter, YouTube and WellCare's Blog



# *Training Site Access Instructions*

*Presentation for  
All Users*

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# Welcome!

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## *Centene Annual Certification Training (ACT)*

### *Instructions:*

*Centene encourages all Sales Agents to certify prior to **10/01** so you can begin discussing benefits with your clients!*

### Important Reminders:

- *Sales Agents 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 Centene Medicare Advantage plans.*

# Get Medicare Certified!

*To complete the Centene Annual Certification Training (ACT), Follow the Simple Process Below:*

- Go to our Training Site at <https://centene.cmsystem.com> to access the Centene Annual Certification Training (ACT).
- Once you are on the Training Site's main login Page:
  - Returning Users:** Enter your Username and Password and click "Login".
  - First Time Visitors:** Navigate and click on to the "Create a New Account" link on the webpage under the "First Time Visitor?" section.

The screenshot shows the Centene Learning Center login page. At the top right, it says "You are not logged in." Below this is the "Learning Center" header and the Centene Corporation logo. The main content area is divided into three sections: "Login", "First Time Visitor?", and a list of partner logos. The "Login" section has a "1" callout pointing to the "Username (NPN or Email)" field. The "First Time Visitor?" section has a "2" callout pointing to the "Create a New Account" button. The partner logos include allwell, Ascension Complete, FIDELIS, Health Net, and WellCare.

You are not logged in.

Learning Center

**CENTENE**  
Corporation

**Login**

1

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

2

allwell.

Ascension Complete

FIDELIS  
LEGACY PLAN

H<sup>®</sup> Health Net


WellCare  
Beyond Healthcare. A Better You.

# Returning Users Only:

*If you are a returning user, follow the Simple Process Below to begin training:*

1. **Centene Employees:** Enter your Centene Network ID (CN#) number.  
**All Other Agents:** Enter your National Producer Number ID (NPN).
2. Click **“Submit”** to continue.

## Learning Center



---

CNID/NPN\*  ← 1

**Centene Employees:** Enter your Centene Network ID (CN#) number above and click Submit.  
**All Other Agents:** Enter your National Producer Number ID (NPN) above and click Submit.

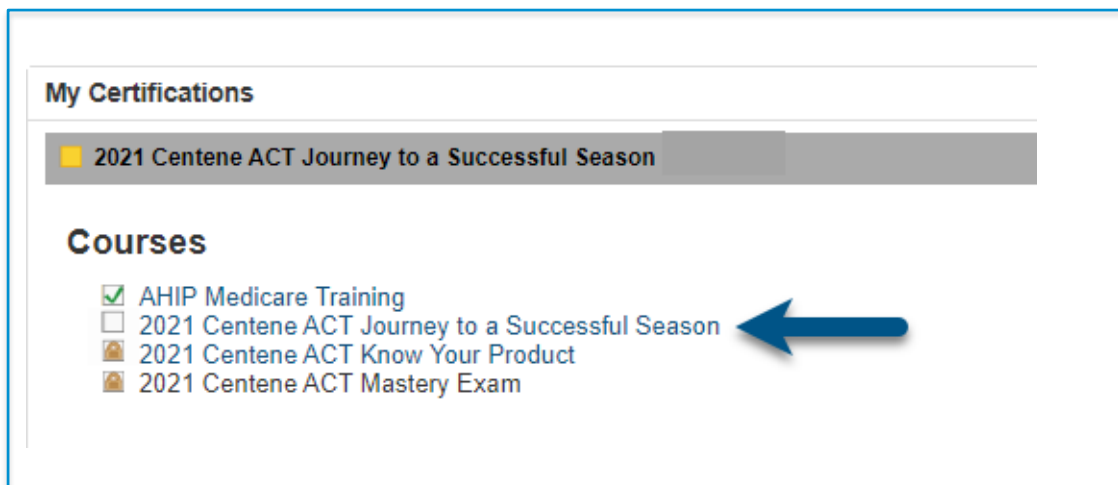
If unable to proceed, please contact Medicare Broker Services for assistance.

2 →

There are required fields in this form marked\*.

# Returning Users Only:

- Once you have successfully completed your required **“AHIP Medicare Training (2021)”** the 2021 Centene ACT training will be unlocked when training becomes available.
- In the *My Certifications* section, you will find your assigned training. Click on **“2021 Centene ACT Journey to a Successful Season”** to begin.
- After you have completed the assigned course modules, the Mastery Exam will be unlocked.



**My Certifications**

2021 Centene ACT Journey to a Successful Season

**Courses**

- AHIP Medicare Training
- 2021 Centene ACT Journey to a Successful Season
- 2021 Centene ACT Know Your Product
- 2021 Centene ACT Mastery Exam

# First Time Visitors

## *Follow the Simple Process Below:*

Follow the screen instructions to complete the Training Site registration step for first time visitors:

1. **Centene Employees:** Enter your Centene Network ID (CN#) number.  
**All Other Agents:** Enter your National Producer Number ID (NPN).
2. Click **“Submit”** to continue.

The screenshot shows the 'Learning Center' header with the Centene Corporation logo. Below the header is a registration form. The form contains a text input field labeled 'CNID/NPN\*' with a red asterisk. A blue arrow with the number '1' points to this field. Below the field, there are two lines of red text: 'Centene Employees: Enter your Centene Network ID (CN#) number above and click Submit.' and 'All Other Agents: Enter your National Producer Number ID (NPN) above and click Submit.' Below this is a smaller line of text: 'If unable to proceed, please contact Medicare Broker Services for assistance.' At the bottom left of the form is a blue 'Submit' button with a blue arrow and the number '2' pointing to it. At the bottom right of the form, there is a red note: 'There are required fields in this form marked\*.'



# Registration Step 1 of 3

*As a First Time User, you must Register to begin:*

- 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 click “**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

**Note:** All fields are required.

# Registration Step 2 of 3

*Continue the registration process:*

- To continue with Step 2 of 3, verify the information that has been populated in the following fields:
  - Personal Information
    - Name
  - National Producer Number (NPN)
  
- If the information in these fields appear inaccurate, update accordingly.

**Step 2 of 3**

**Confidential Information**

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name

DOB

Last 4 Digits of SSN

---

**Personal Information**

Name

Prefix

**First name\***

Middle name

**Last name\***

Suffix

Designation

Additional information

Company name

Job title

Phone number

---

**National Producer Number**

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Click here to look up NPN on NIPR website.](#)

Confirm NPN

Verify NPN

**Note:** All fields marked with an \* are required.

# Registration Step 2 of 3 (cont.)

## *Continue the registration process:*

- Provide a password in the highlighted field to access the training site. The password must have at least 6 characters.
- Continue verifying the information that has been populated in the following fields:
  - Email Address
  - Mailing Address
  - Language
- If the information in any of these fields appear inaccurate, update accordingly.
- Click **“Register”**

**Password**

Provide a password to access the system. The password must have at least 6 characters

Password\*  Enter Password

Confirm password\*  Verify Password

**Email address**

Please 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.

Email address\*  Enter email address

Confirm email address\*  Verify email address

**Mailing Address**

Provide the mailing address you can be reached at.

Address 1\*

Address 2

City\*

State / Territory\*

Zip code\*  Enter your five digit zip code

Country  United States

**Language**

Indicate your preferred language for taking courses.

Language  English Select your preferred language

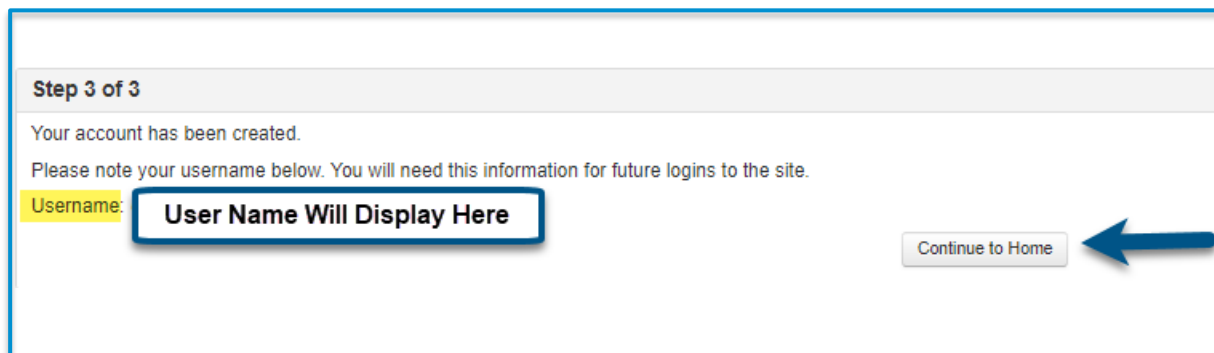
Centene

**Note:** All fields marked with a \* are required.

# Registration Step 3 of 3

*Complete the registration process:*

- Your **User Name** will be displayed. This will be your National Producer Number (NPN), used to access the site.
- Click **“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: **User Name Will Display Here**

[Continue to Home](#)



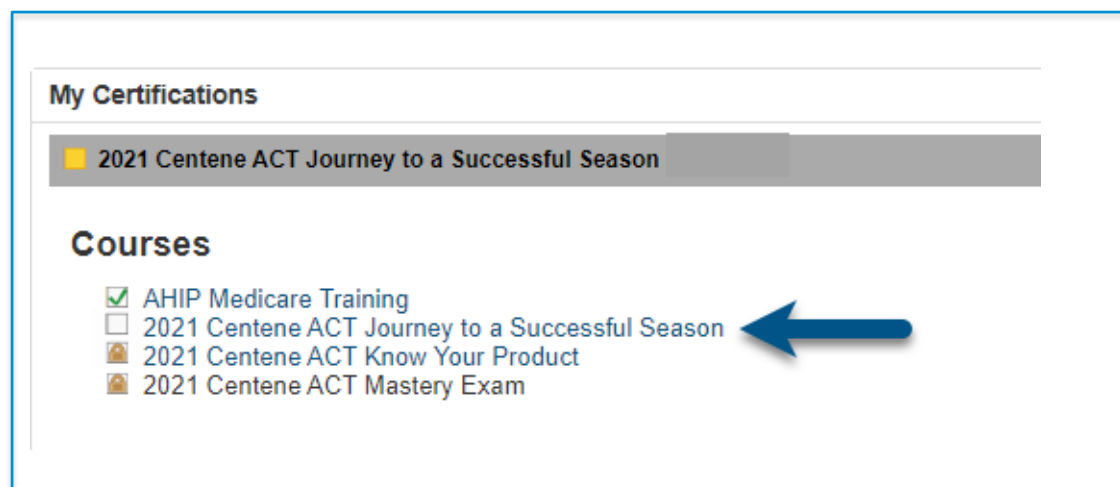
### *Helpful Hint!*

Remember to store your user name and password in a secure location.

# Centene ACT Training Assignment

*Follow the Simple Process Below to begin training:*

- Once you have successfully completed your required “**AHIP Medicare Training (2021)**” the 2021 Centene ACT training will be unlocked when training becomes available.
- In the *My Certifications* section, you will find your assigned training. Click on “**2021 Centene ACT Journey to a Successful Season**” to begin.
- 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, please feel free to contact Medicare Broker Services!*



## **Allwell Plans**

**1-844-202-6811**

**Hours:** M – F, 9:00 a.m. – 5:00 p.m.  
(Excluding holidays)

## **Ascension Complete Plans**

**1- 844-202-6811**

**Hours:** M – F, 9:00 a.m. – 5:00 p.m.  
(Excluding holidays)

## **Fidelis Care Plans**

**1-877-259-8428**

**Hours:** M – F, 7:30 a.m. – 4:30 p.m.  
(Excluding holidays)

## **Health Net Plans**

**1-800-708-7646**

**Hours:** M – F, 8:00 a.m. – 5:00 p.m.  
(Excluding holidays)

## **WellCare Plans**

**1-866-822-1339**

**Hours:** M – F, 8:00 a.m. - 8:00 p.m. ET  
(Excluding holidays)