



wellcare

Centene Workbench Training Center 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!



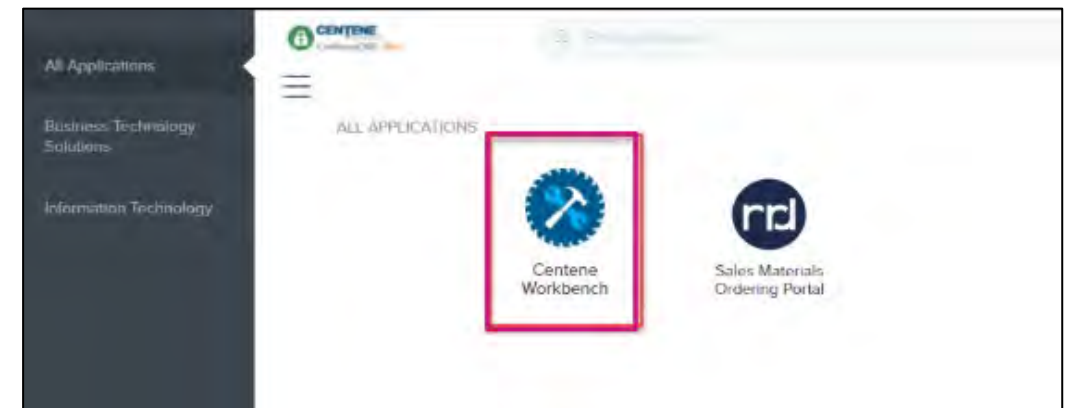
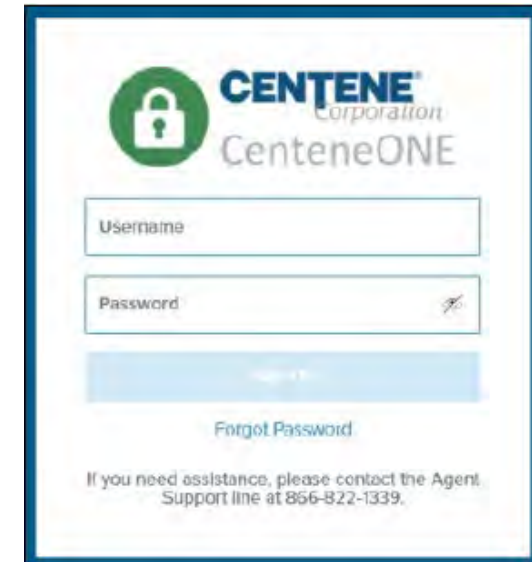
Important Reminders:

- Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions (if applicable).
- 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:

- Use the PingOne Single Sign-On (SSO) Portal to access the Centene Workbench Training Center via a personalized Single Sign-On access link.
- Select the **Centene Workbench** icon to proceed to access your training.



Accessing Wellcare ACT as a Returning Portal User





Returning Portal Users Only

Once logged into Centene Workbench, the **Dashboard** will appear. Here you will be able to view the **Navigation** menu displaying training alerts, and the **My AEP Status** widget that will help you to manage your required certification status.

The screenshot shows the Centene Workbench Dashboard. On the left is a navigation menu with the following items: DASHBOARD, BOOK OF BUSINESS, APPLICATIONS, DOCUMENTS & RESOURCES, MY CREDENTIALS, TRAINING (with a red alert icon), MY ACCOUNT, and SUPPORT TICKETS. The TRAINING section is expanded to show 'Required Training' (with a red alert icon), 'Educational Training', and 'Medicare Certification'. The main dashboard area contains several widgets: 'My Credentials' showing 'Broker Status: Active/Certified' and 'State Licenses: 1 Active'; 'My AEP Status' showing 'Recertification Pending' (with a green checkmark) and 'Training Pending' (with a red X); 'Quick Links' with a table of links; and 'New Application Status' with a table of application details.

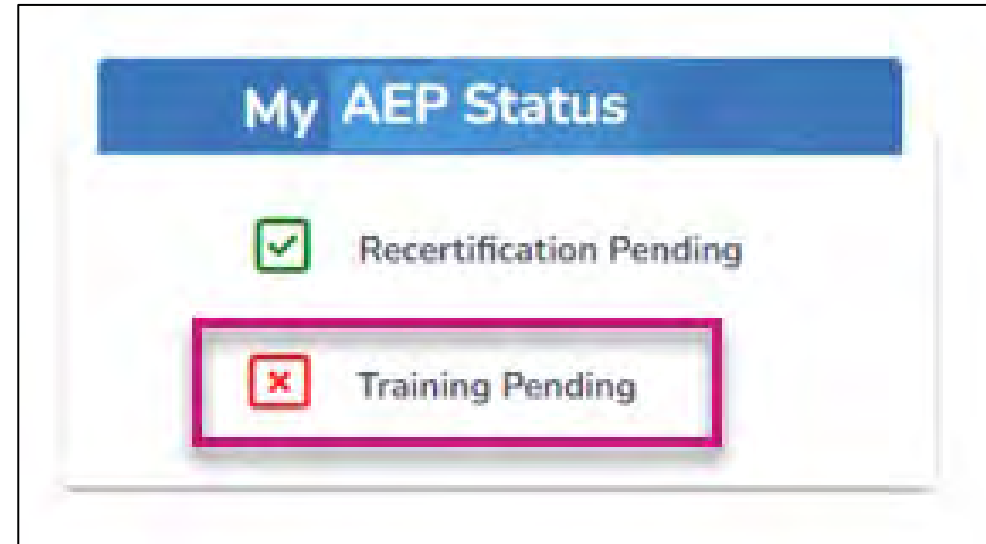
Link	Description
Broker Quick Links	Broker Links - Consolidated
Ascend Enrollment Platform	Enrollment Platform
Provider Lookup	Find a Provider Tool

Application ID	MBI	Application Date	First Name	Last Name	Status	Reason	NPN
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Dashboard - My AEP Status (Pending)

The Dashboard displays a **My AEP Status** widget that will help provide status of your annual certification status “Wellcare ACT and/or Medicare Certification training”.

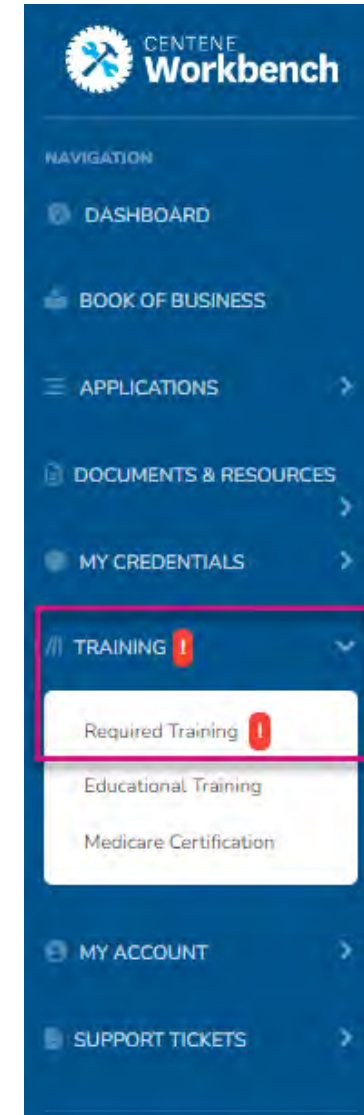
Status will display **Training Pending** when the Wellcare ACT / Medicare training has not been completed in its entirety.



Navigation Menu - Training

To the left of your **Dashboard**, is the **Navigation** menu.

- Within the **Navigation** menu, a red alert notification will display next to **Training** if training has been assigned and needs to be completed.
- From the Navigation menu, select **Training** to reveal a sub-menu.
- Select **Required Training** from the sub-menu to proceed.

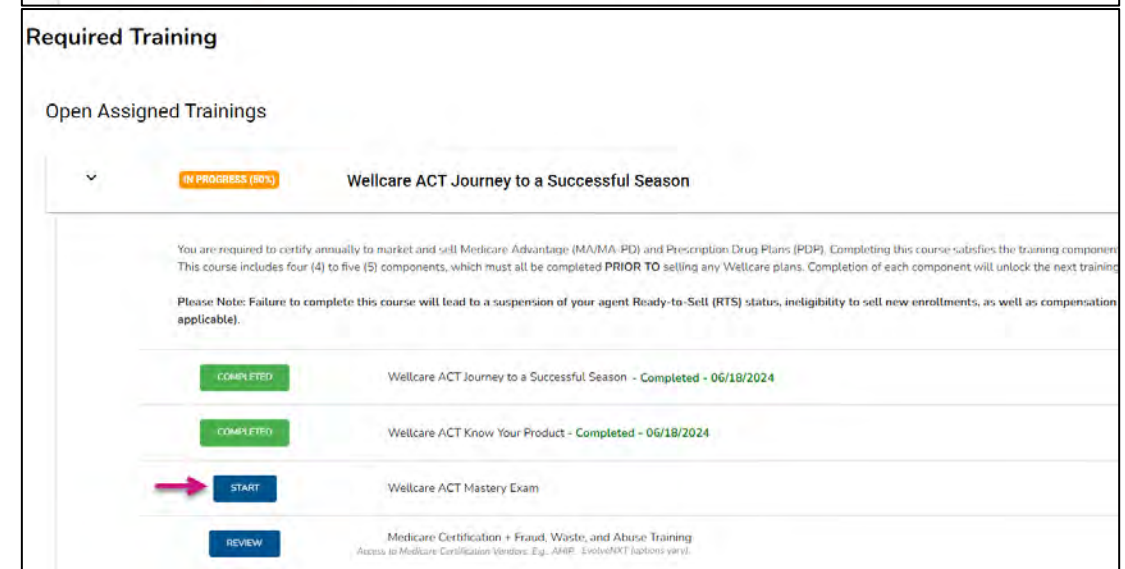
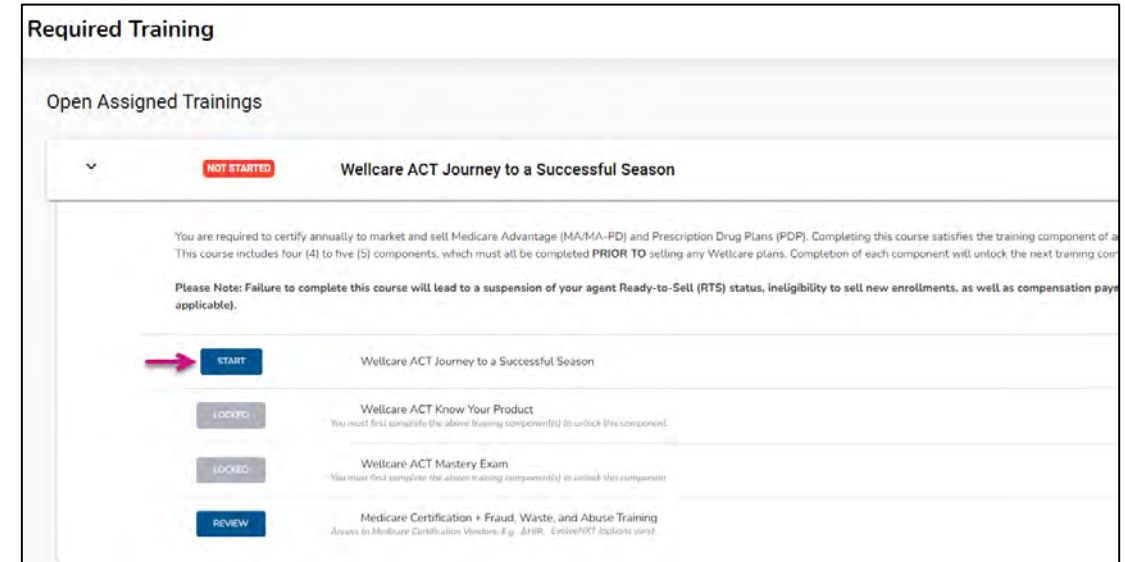


Required Training – Wellcare ACT



Follow these simple steps to begin training:

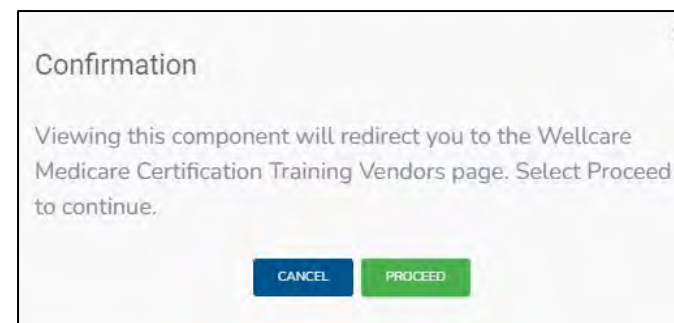
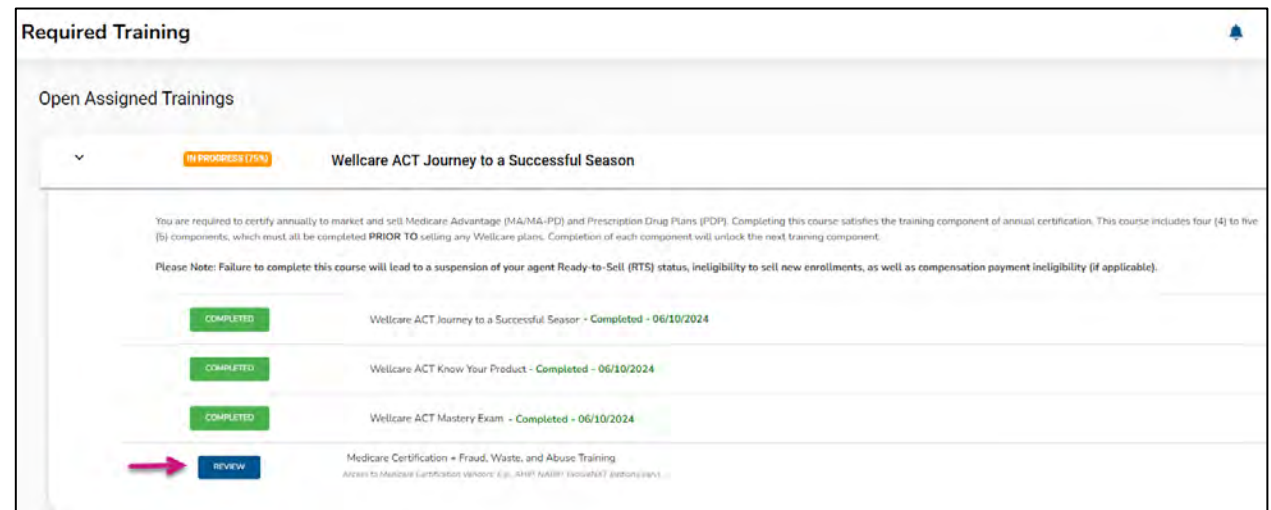
- In the **Open Assigned Trainings** section of the **Required Training** page, you will find your assigned training. Select the **2025 Wellcare ACT Journey to a Successful Season** training. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.
- Select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.





Required Training – Medicare Certification

- Within the **2025 Wellcare ACT Journey to a Successful Season** training course, select the **REVIEW** button to access the Medicare Certification + Fraud, Waste, and Abuse Training.
- Select **PROCEED** to be redirected to the **Medicare Certification Training Vendors** page.

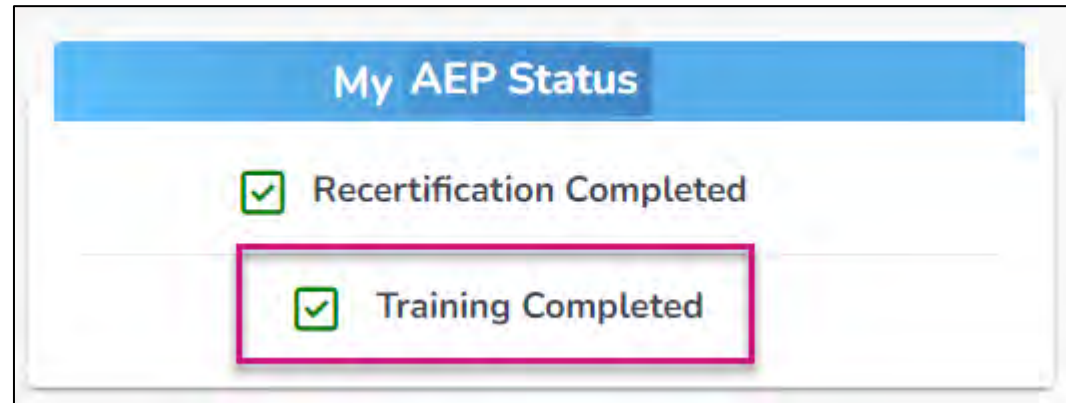


Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.

Dashboard - My AEP Status (Completed)

Once Wellcare ACT and Medicare Certification training and testing have been successfully completed, the **My AEP Status** widget located on the **Dashboard** will update.

This section will display **Training Completed** once all required training has been satisfied.



Accessing Wellcare ACT as an Onboarding Portal User



Onboarding Portal Users Only

When you access the Centene Workbench icon, the **My Certification Cases** page will appear. On the left of this page, is the **Navigation** menu.

- Within the **Navigation** menu, a red alert notification will display next to **Required Training** if training has been assigned and needs to be completed.
- From the **Navigation** menu, select **Required Training** to proceed.



The screenshot shows the Centene Workbench interface. The left navigation menu is visible, with 'REQUIRED TRAINING' highlighted in a red box and a red alert icon next to it. The main content area is titled 'My Certification Cases' and features a search bar and a table of certification cases. The table has columns for Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. One entry is shown: 'Contract Recertification' for 'Medicare Advantage' in '2024', submitted by 'Broker' on '04/16/2024' with a status of 'Submitted'. The page also includes pagination controls at the bottom right, showing '1' of 1 entries.

Name	LOB	Year	Type	NPN	Sales Level	Affiliated Agency/Team	Submitted By	Creation Date	Status
	Medicare Advantage	2024	Contract Recertification		Broker			04/16/2024	Submitted

Required Training – Wellcare ACT



Follow these simple steps to begin training:

- In the **Open Assigned Trainings** section of the **Required Training** page, you will find your assigned training. Select the **2025 Wellcare ACT Journey to a Successful Season** training. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.
- Select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.

Required Training

Open Assigned Trainings

NOT STARTED Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a... This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

START Wellcare ACT Journey to a Successful Season

LOCKED Wellcare ACT Know Your Product
You must first complete the above training component(s) to unlock this component.

LOCKED Wellcare ACT Mastery Exam
You must first complete the above training component(s) to unlock this component.

REVIEW Medicare Certification + Fraud, Waste, and Abuse Training
Access to Medicare Certification Vendors: E.g., AHRP, Evolve/NXT (options vary).

Required Training

Open Assigned Trainings

IN PROGRESS (80%) Wellcare ACT Journey to a Successful Season

You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a... This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.

Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay applicable).

COMPLETED Wellcare ACT Journey to a Successful Season - Completed - 06/18/2024

COMPLETED Wellcare ACT Know Your Product - Completed - 06/18/2024

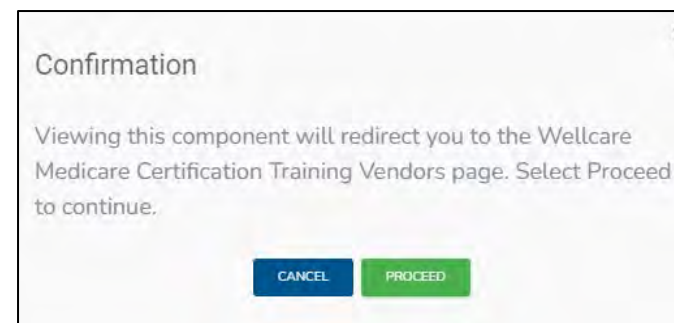
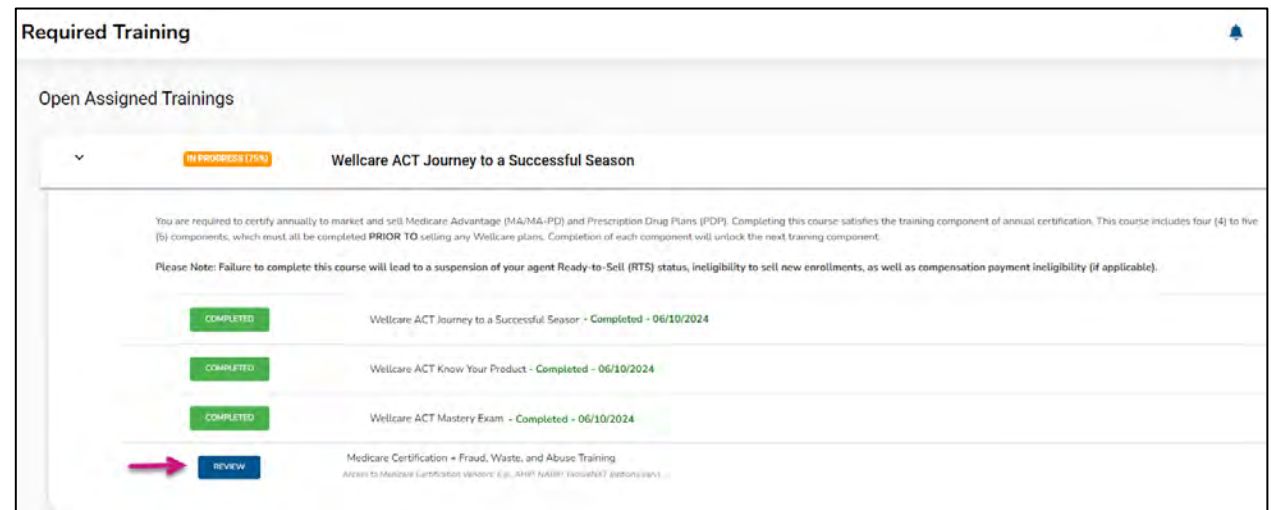
START Wellcare ACT Mastery Exam

REVIEW Medicare Certification + Fraud, Waste, and Abuse Training
Access to Medicare Certification Vendors: E.g., AHRP, Evolve/NXT (options vary).



Required Training – Medicare Certification

- Within the **2025 Wellcare ACT Journey to a Successful Season** training course, select the **REVIEW** button to access the Medicare Certification + Fraud, Waste, and Abuse Training.
- Select **PROCEED** to be redirected to the **Medicare Certification Training Vendors** page.



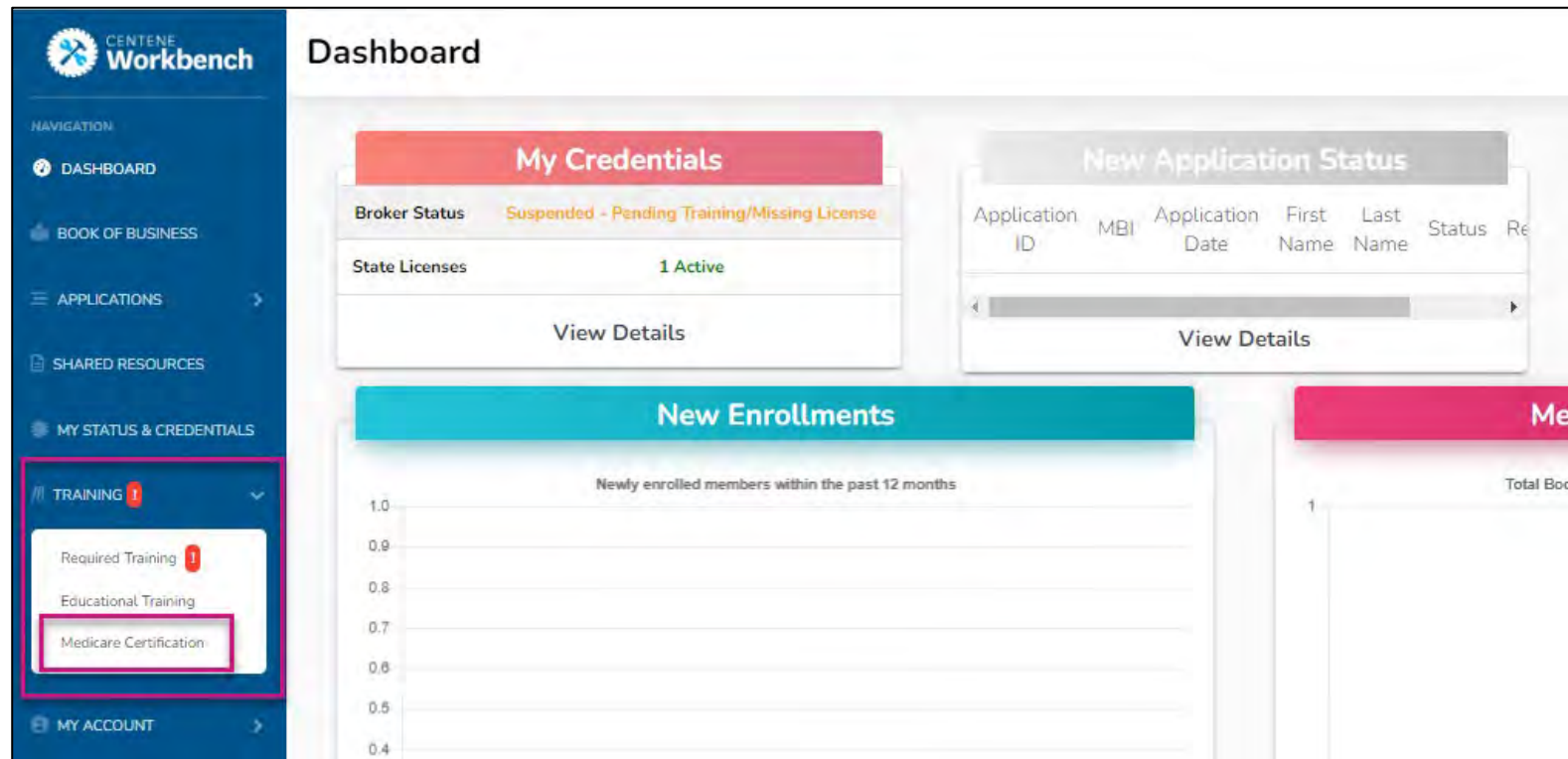
Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.

Medicare Certification Training



Medicare Certification

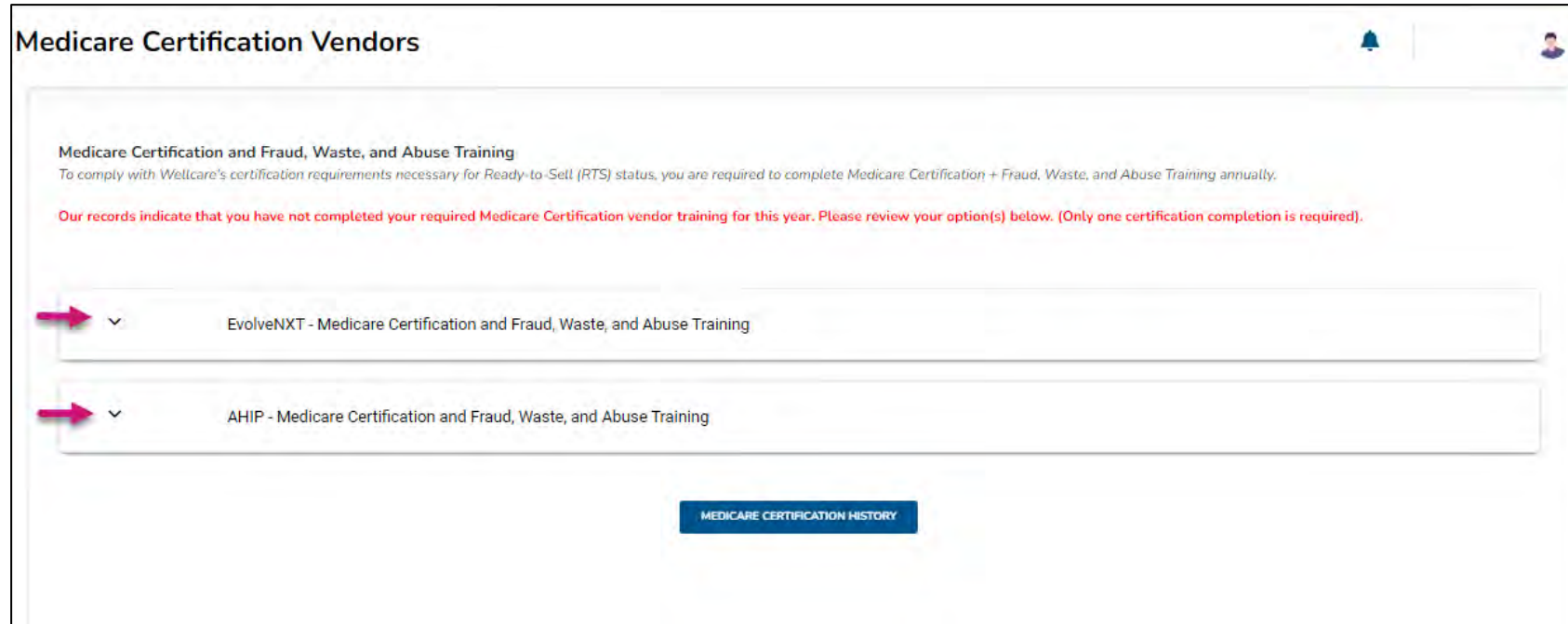
- Go to the **Navigation menu** located to the left of the **Dashboard** page. From the **Navigation** menu, select **Training** to reveal the sub-menu.
- Select **Medicare Certification** from the sub-menu to be redirected to the **Medicare Certification Training Vendors** page.



Medicare Certification Vendors Page



Once on the **Medicare Certification Vendors** page, select the dropdown arrow to expand the **Medicare Training** sections. The Medicare Certification and Fraud, Waste, and Abuse Training no longer needs to be completed prior to accessing the **2025 Wellcare ACT Journey to a Successful Season** training course. Both components will be unlocked.



Note: The Medicare Certification Training Vendors page will provide direct access to CMS-approved Medicare certification partners (e.g., AHIP, EvolveNXT) accepted by Wellcare. Training options vary by Producer Type.



Medicare Certification Vendors Page (cont.)

- Once the sections are expanded, select the Medicare training available for your Producer Type.
- Upon completion, the various CMS-approved Medicare Certification partners may require you to add Centene/Wellcare as an affiliate corporation in your account, so your completion records can be transmitted to Centene/Wellcare.

Medicare Certification Vendors

Medicare Certification and Fraud, Waste, and Abuse Training
To comply with Wellcare's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually.

Our records indicate that you have not completed your required Medicare Certification vendor training for this year. Please review your option(s) below. (Only one certification completion is required).

▼ EvolveNXT - Medicare Certification and Fraud, Waste, and Abuse Training

EvolveNXT offers CMS-approved Medicare Certification and Fraud, Waste, and Abuse Training. This course includes two (2) components. Completion of the first component will unlock the next

→ **START** EvolveNXT Medicare Certification And Fraud, Waste, and Abuse Training

LOCKED EvolveNXT Medicare Certification - Exam
You must first complete the above training component(s) to unlock this component.

▼ AHIP - Medicare Certification and Fraud, Waste, and Abuse Training

AHIP requires you to add Centene/Wellcare as an affiliate corporation in your AHIP account so we receive your AHIP completion records. Select the button below to complete AHIP certification.

If you have already completed AHIP certification for this plan year, please select the button below to add Centene/Wellcare as an affiliate corporation in your AHIP profile. Certification complete.

Please Note: If you do not see the discounted/negotiated rate on the AHIP site, do not proceed with payment but submit a Support Ticket through the Centene Workbench Broker Portal.

→ **GO TO AHIP**



Medicare Certification History

From the **Medicare Certification Vendors** page, select the **Medicare Certification History** button to view your year over year Medicare certification training results.

Medicare Certification Vendors


Medicare Certification and Fraud, Waste, and Abuse Training
To comply with Wellcare's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually.

Our records indicate that you have completed your required Medicare Certification vendor training for this plan year.

AHIP - Medicare Certification and Fraud, Waste, and Abuse Training

Medicare certification is complete. No further action is required.

[GO TO AHIP](#)

 [MEDICARE CERTIFICATION HISTORY](#)

Medicare Certification History

Provider	Year	Completion
AHIP	2024	07/05/2023

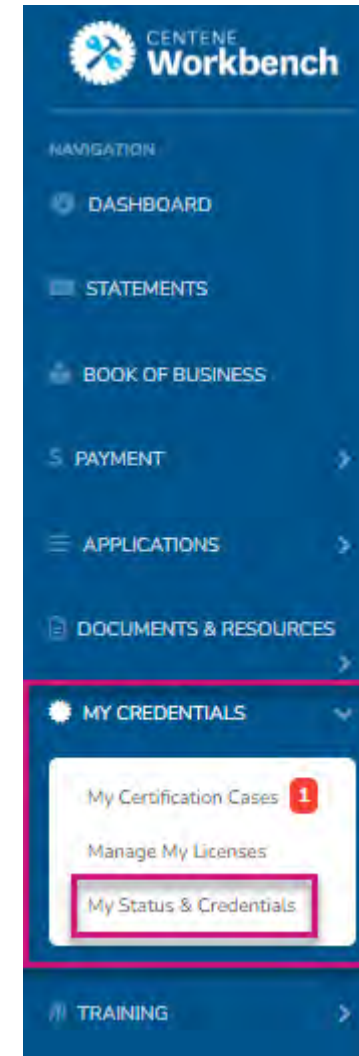
Transcripts



Navigation Menu – My Credentials

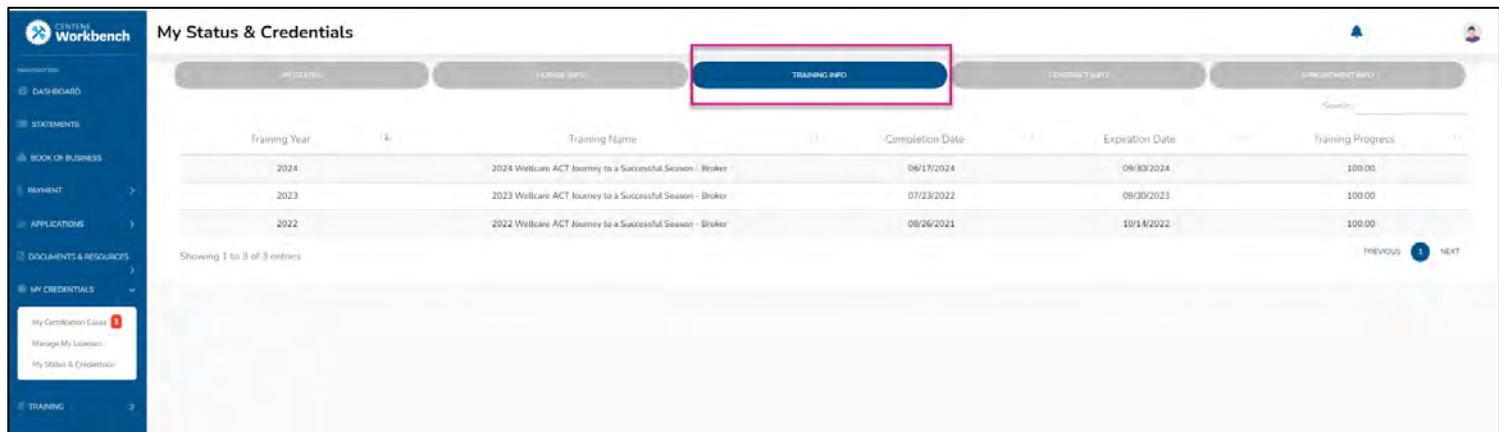
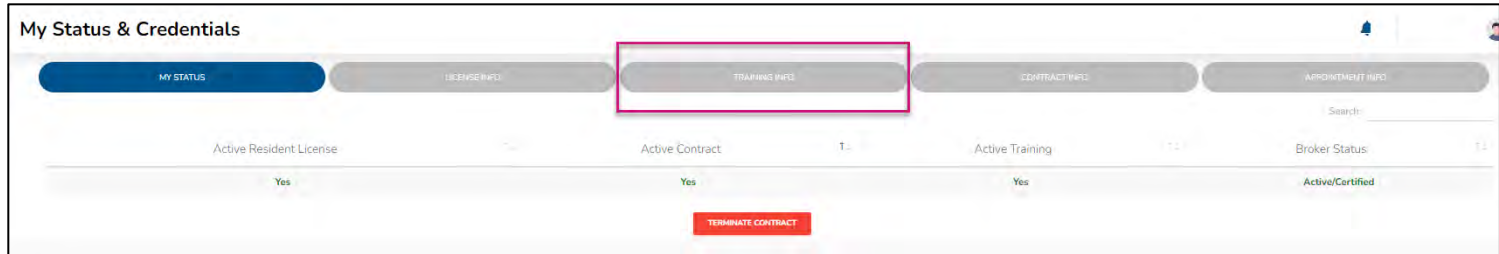
Follow these simple steps to locate your training transcripts once training has been completed:

- From the **Navigation** menu, select **My Credentials** to reveal a sub-menu.
- Select **My Status & Credentials** from the sub-menu to proceed.



My Status & Credentials Page

- Once on the **My Status & Credentials** page, select the **TRAINING INFO** tab.
- Within this section, the assigned/completed training will be listed.
- List will contain:
 - Training Year
 - Training Name
 - Completion Date of Training
 - Expiration Date of Training
 - Training Progress



We're Here to Help!



If you have any questions, concerns or need assistance with any of the instructions provided pertaining to the **Centene Workbench Training Center**, please feel free to contact Medicare Broker Support.



Centene Workbench Training Center

Create a System Support Ticket in Centene Workbench

- Or -

Contact 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