

Training Site Access Instructions

*Presentation for
All Users*

Welcome!

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[®] 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 Employee ID (CEID = CN#) number.
All Other Agents: Enter your National Producer Number ID (NPN).
2. Click **“Submit”** to continue.

Learning Center



CEID/NPN* ← 1

Centene Employees: Enter your Centene Employee ID (CEID = CN#) number above and click Submit.

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

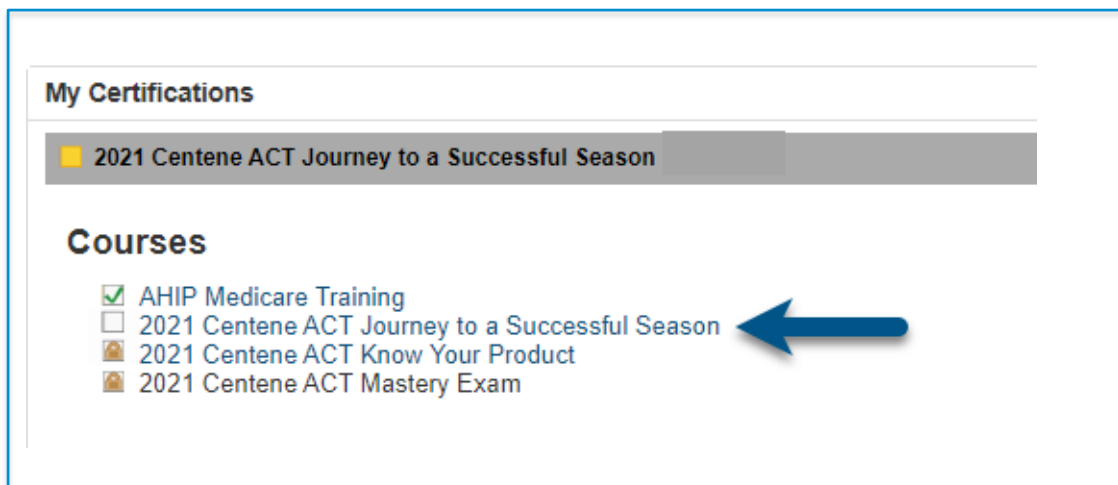
If unable to proceed, please contact Medicare Broker Services for assistance.

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 Employee ID (CEID = CN#) number.
All Other Agents: Enter your National Producer Number ID (NPN).
2. Click **“Submit”** to continue.

The screenshot shows the 'Learning Center' registration page for Centene Corporation. At the top, the text 'Learning Center' is on the left and the 'CENTENE Corporation' logo is on the right. Below this is a form with a text input field labeled 'CEID/NPN*'. A blue arrow with a '1' in a circle points to this field. Below the field, there are two lines of red text: 'Centene Employees: Enter your Centene Employee ID (CEID = CN#) number above and click Submit.' and 'All Other Agents: Enter your National Producer Number ID (NPN) above and click Submit.' Below that 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 a '2' in a circle 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

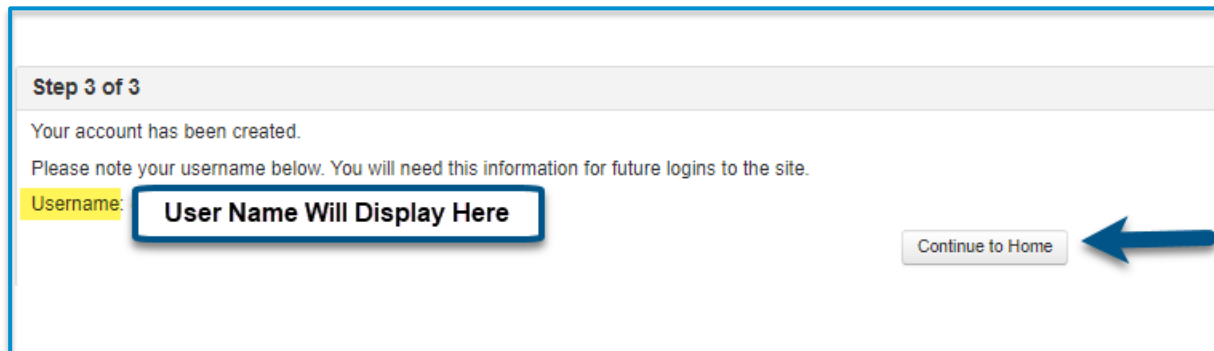
Centene

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](#)



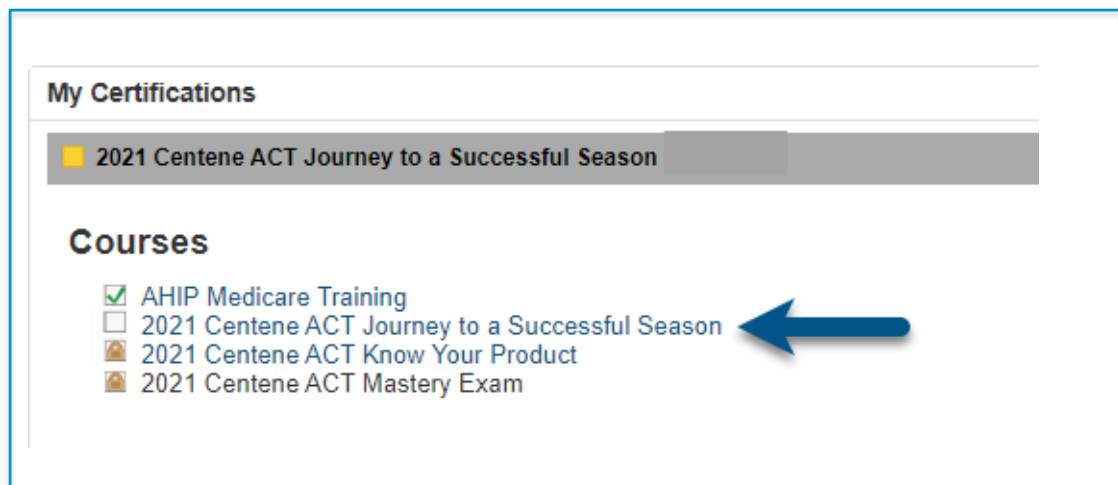
Helpful Hint!

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.



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

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)