



# 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!



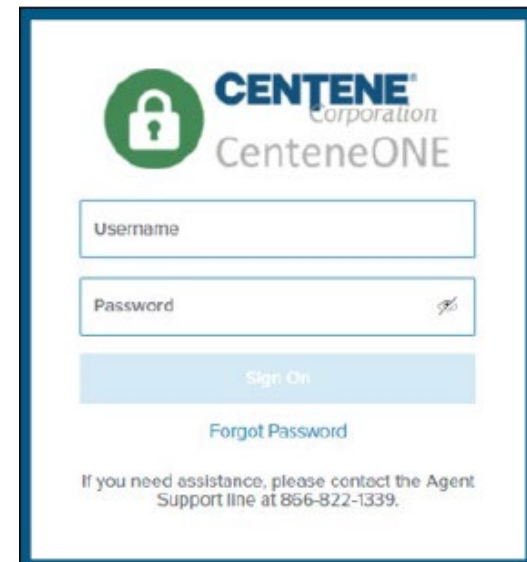
### Important Reminders:

- 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.

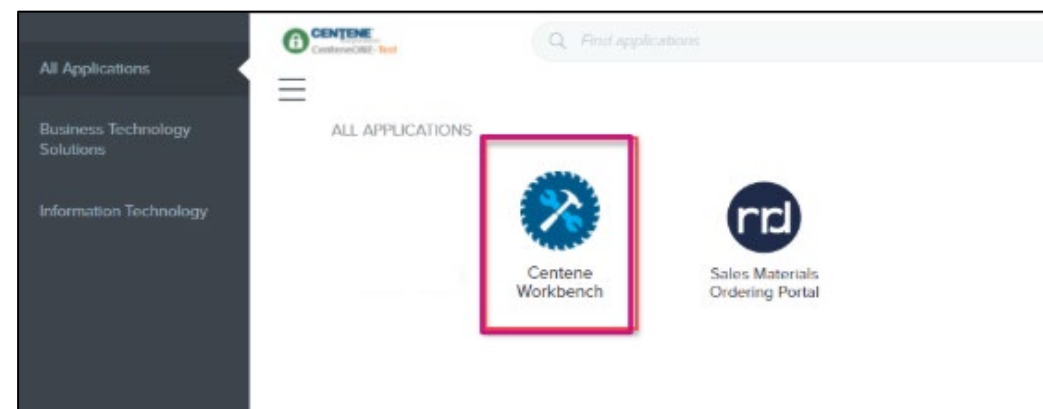
# Get Medicare Certified!

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.



The image shows a login screen for CenteneONE. At the top left is a green padlock icon. To its right is the text "CENTENE Corporation" in blue, with "CenteneONE" in black below it. Below the logo are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a blue "Sign On" button. Underneath the button is a link that says "Forgot Password". At the bottom of the screen, there is a line of text: "If you need assistance, please contact the Agent Support line at 866-822-1339."



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# Accessing Wellcare ACT as a Returning Portal User

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# 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.

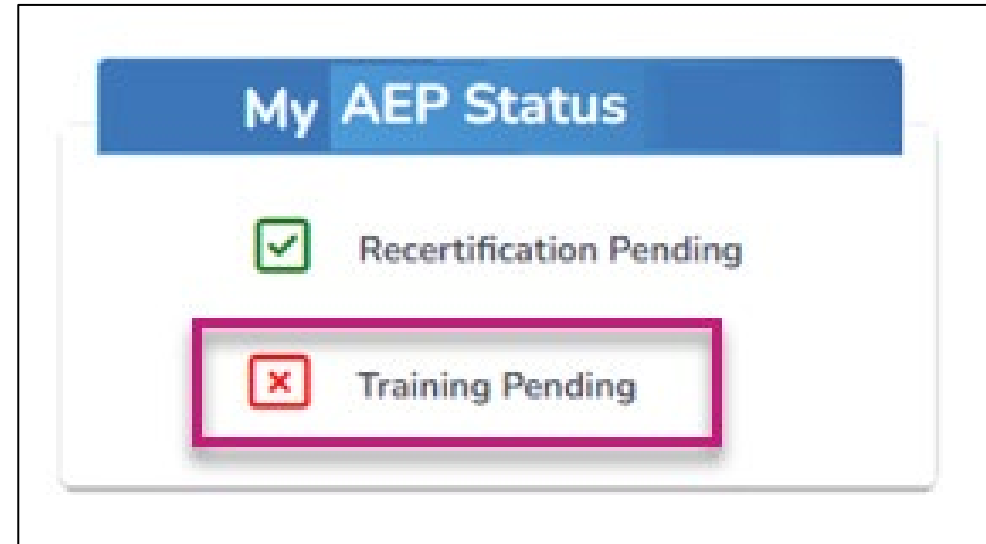
The screenshot shows the Centene Workbench Dashboard. On the left is a blue navigation sidebar with the following items: DASHBOARD, BOOK OF BUSINESS, APPLICATIONS, DOCUMENTS & RESOURCES, MY CREDENTIALS, TRAINING (with a red alert icon), MY ACCOUNT, and SUPPORT TICKETS. The 'TRAINING' section is expanded to show 'Required Training' (with a red alert icon), 'Educational Training', and 'Medicare Certification'. The main dashboard area contains several widgets: 'My Credentials' (Broker Status: Active/Certified, State Licenses: 1 Active), 'My AEP Status' (Recertification Pending, Training Pending), 'Quick Links' (Broker Quick Links, Ascend Enrollment Platform, Provider Lookup), and 'New Application Status' (table with columns: Application ID, MBI, Application Date, First Name, Last Name, Status, Reason, NPN).

Application ID	MBI	Application Date	First Name	Last Name	Status	Reason	NPN
View Details							

# 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”.

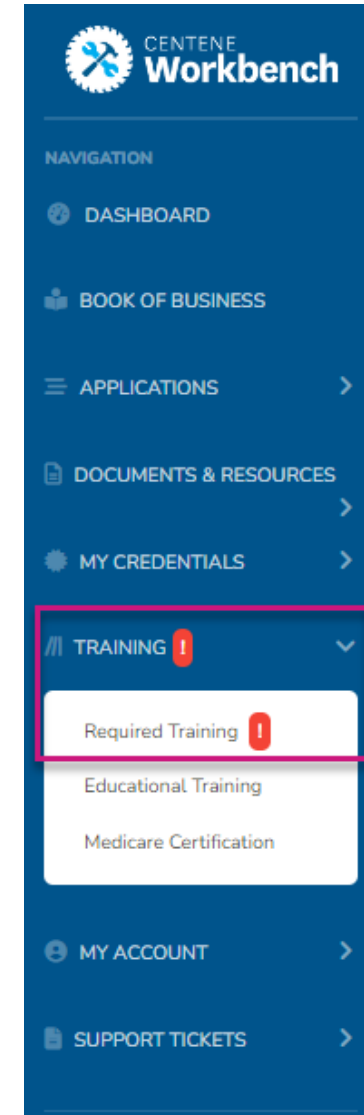
Status will display **Training Pending** when the Wellcare ACT / Medicare training has not been completed in its entirety.



# 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**

Open Assigned Trainings

Wellcare ACT Journey to a Successful Season

NOT STARTED

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, EvolveNXT (options vary).

**Required Training**

Open Assigned Trainings

Wellcare ACT Journey to a Successful Season

IN PROGRESS (50%)

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, EvolveNXT (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.

**Required Training**

Open Assigned Trainings

IN PROGRESS (75%) 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 annual certification. 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 payment ineligibility (if applicable).

COMPLETED	Wellcare ACT Journey to a Successful Season - Completed - 06/10/2024
COMPLETED	Wellcare ACT Know Your Product - Completed - 06/10/2024
COMPLETED	Wellcare ACT Mastery Exam - Completed - 06/10/2024
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training <small>Access to Medicare Certification Vendors: E.g., AHIP, NABIP, EvolveNXT (options vary).</small>

Confirmation

Viewing this component will redirect you to the Wellcare Medicare Certification Training Vendors page. Select Proceed to continue.

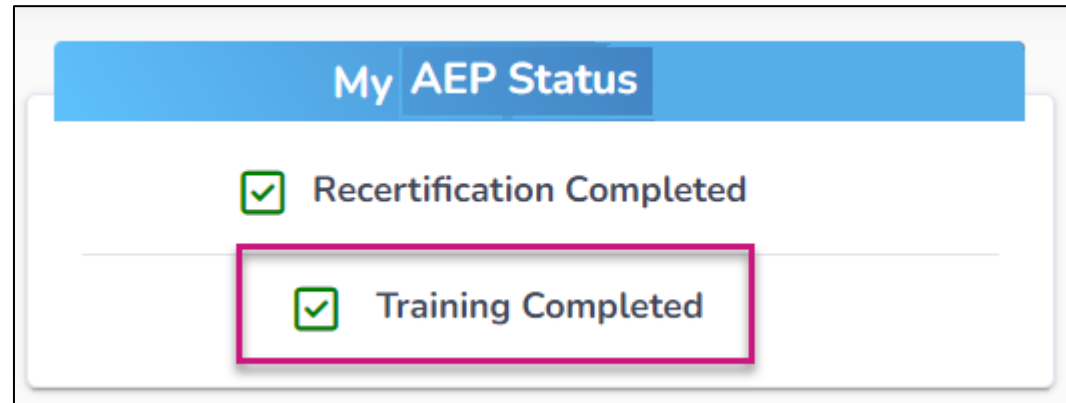
CANCEL PROCEED

**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.



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# Accessing Wellcare ACT as an Onboarding Portal User

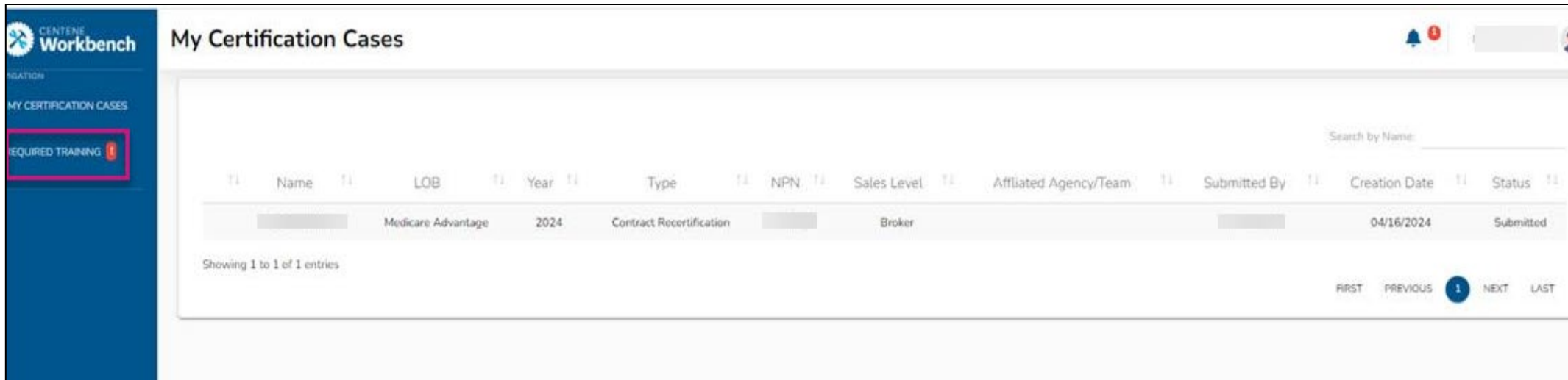
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# Onboarding Portal Users Only

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 displays the Centene Workbench interface. The left navigation menu includes 'CENTENE Workbench', 'REGISTRATION', 'MY CERTIFICATION CASES', and 'REQUIRED TRAINING' (highlighted with a red box and a red alert notification icon). The main content area is titled 'My Certification Cases' and features a search bar and a table of cases.

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

Showing 1 to 1 of 1 entries

PAGINATION: FIRST PREVIOUS 1 NEXT LAST

# 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

Wellcare ACT Journey to a Successful Season

NOT STARTED

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, EvolveNXT (options vary).

**Required Training**

Open Assigned Trainings

Wellcare ACT Journey to a Successful Season

IN PROGRESS (50%)

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 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 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, EvolveNXT (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.

**Required Training**

Open Assigned Trainings

IN PROGRESS (75%) 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 annual certification. 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 payment ineligibility (if applicable).

COMPLETED	Wellcare ACT Journey to a Successful Season - Completed - 06/10/2024
COMPLETED	Wellcare ACT Know Your Product - Completed - 06/10/2024
COMPLETED	Wellcare ACT Mastery Exam - Completed - 06/10/2024
REVIEW	Medicare Certification + Fraud, Waste, and Abuse Training <small>Access to Medicare Certification Vendors: E.g., AHIP, NABIP, EvolveNXT (options vary).</small>

Confirmation

Viewing this component will redirect you to the Wellcare Medicare Certification Training Vendors page. Select Proceed to continue.

CANCEL PROCEED

**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.

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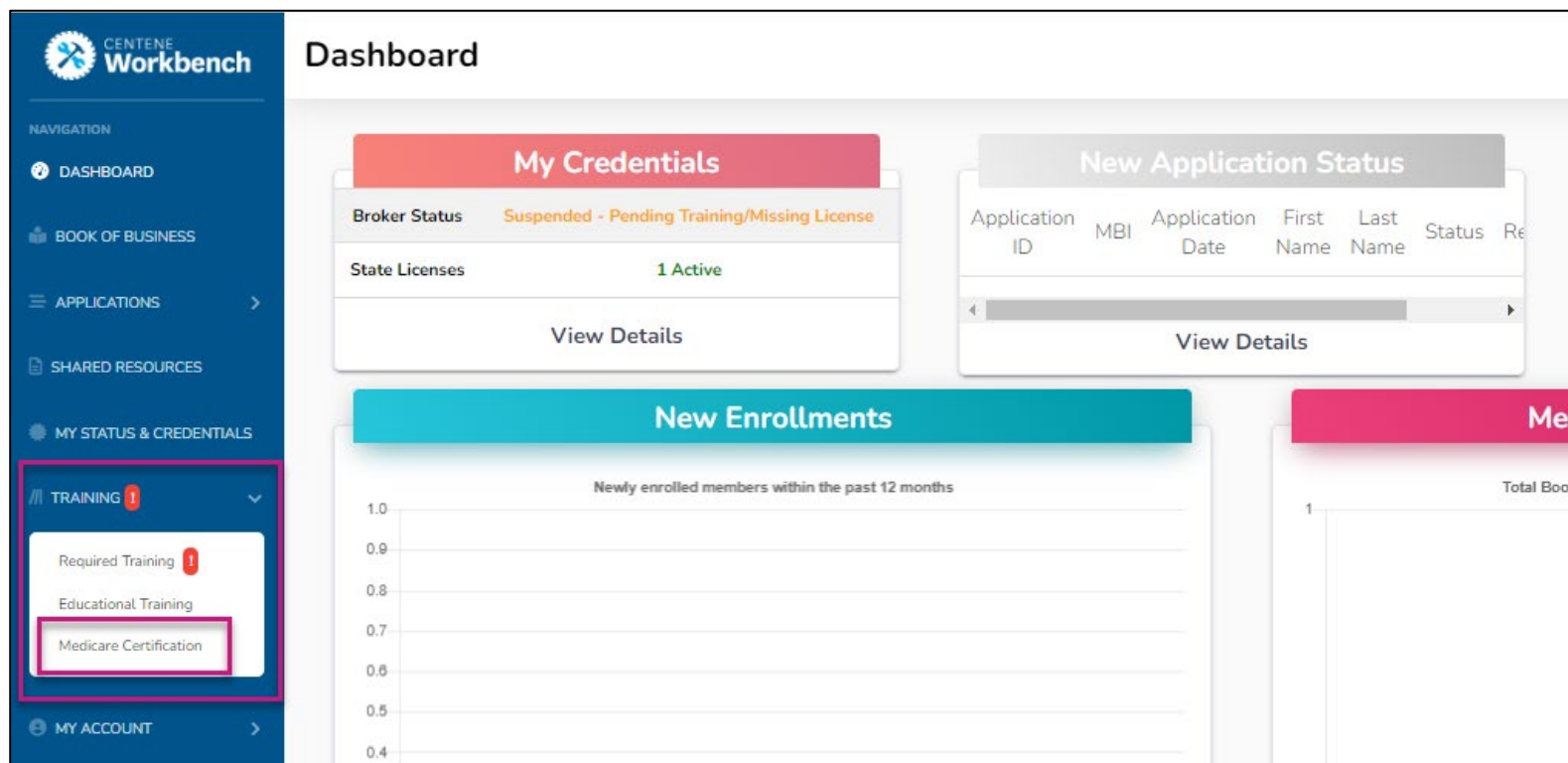
# Medicare Certification Training

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# 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.

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

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

MEDICARE CERTIFICATION HISTORY

**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.


	EvolveNXT Medicare Certification And Fraud, Waste, and Abuse Training
	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.**





# 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

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# Transcripts

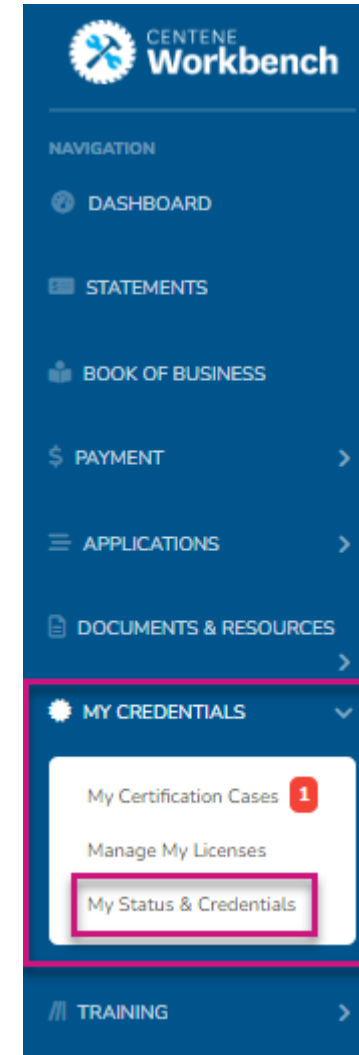
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# Navigation Menu – My Credentials

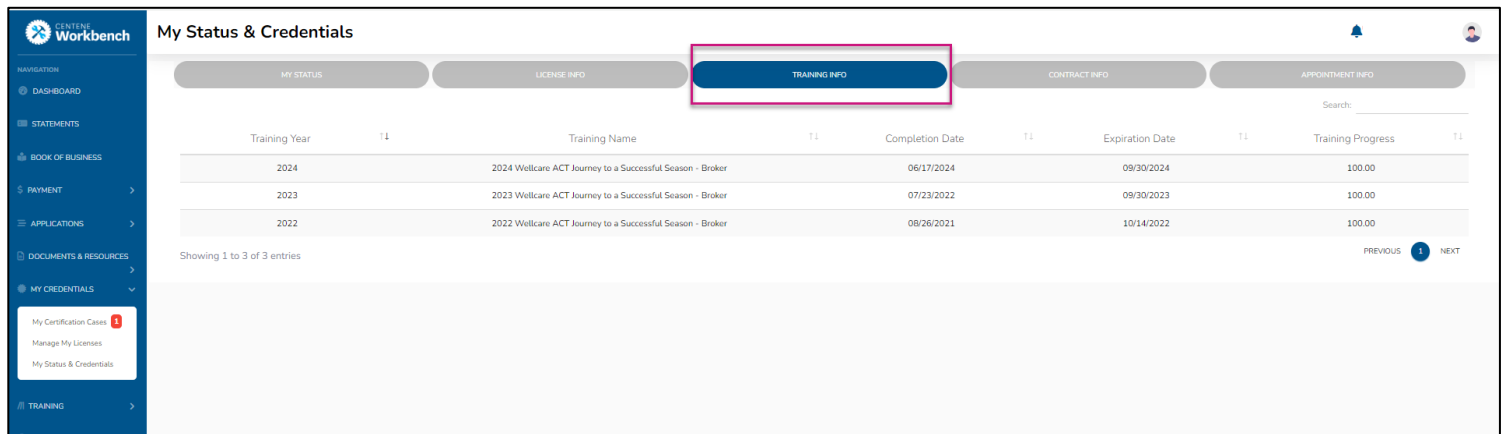
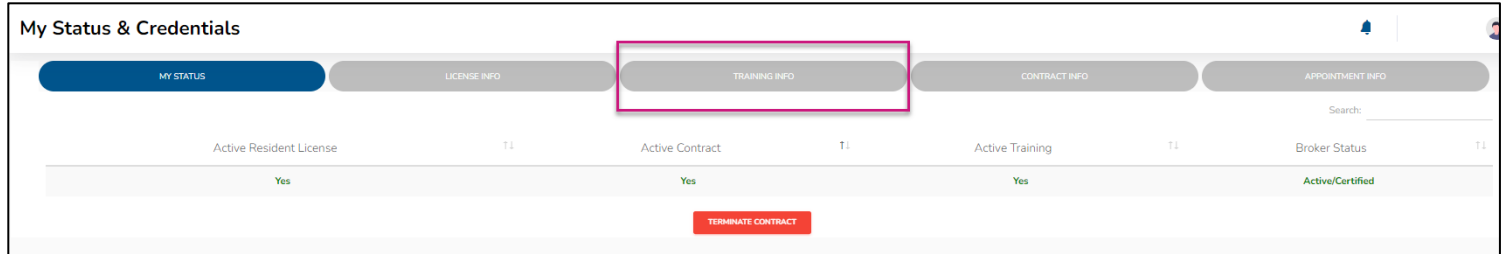
Follow these simple steps to locate your training transcripts once training has been completed:

- 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](http://ahipmedicaretraining.com)

Technical Support

**Phone:** 866-234-6909

**Email:** [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org)