

Training Site Access Instructions



*Presentation for
Agents*

Welcome!

Centene Medicare Advantage Certification Training Instructions:

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

Important Reminders:

- *Producers are required to certify/recertify annually to sell MA/MAPD plans, and be eligible to receive commissions.*
- *Annual certification requirements must be met prior to marketing and/or selling Centene MA/MAPD plans.*

Get Medicare Certified!

To complete the Centene Medicare Advantage Certification Training, Follow the Simple Process Below:

- Go to our Training Site at <https://allwell.cmpsystem.com> to access the Centene Medicare Advantage Certification training course.
- 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.

You are not logged in. ([Login](#))

Learning Center

CENTENE
Corporation

Login

Username (NPN or Email)

1

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

Returning Users Only:

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

1. Click **“Proceed without”** to continue.
2. Select your **“Selling Entity”** on the left of the Registration Wizard.
3. Select your **“Selling Entity”** on the right within the Registration Wizard to be placed in the selected learning course.
4. Click **“Place me in the selected learning”** to continue.

Learning Center **CENTENE**
Corporation

CEID/NPN

Centene Employees: Enter your Centene Employee ID (CEID) number above.
EXCHANGE/FIDELIS/PINN/Tec: Enter your National Producer Number ID (NPN) above.

All other agents, please click **Proceed without:**

← 1

Available learning

Selling Entity

National ← 2
 CA
 OR/WA - Clark County

Available learning

Selling Entity

National
 CA
 OR/WA - Clark County

National ← 3

4 →

Returning Users Only:

- Once you have placed yourself in the learning course, you will be routed to the “Learning Center” home page. You will see Courses available in the “**My Certifications**” section.
- Once you have successfully completed your required “**AHIP Medicare Training (Year)**” the (Year) Centene Medicare Advantage Certification training will be unlocked when training becomes available.
- Click on “**(Year) Centene MA Certification Training - National**” to start training course.
- After you completed your training course, the state attestations (if applicable) and final exam will be unlocked.

My Certifications

Centene Medicare Advantage Certification Training - National

Learning groups

National

Courses

- AHIP Medicare Training20
- Centene MA Certification Training - National
- Centene MA Training Certification Attestation - National
- Centene MA Certification Training Knowledge Check

Course symbol key

First Time Visitors

Follow the Simple Process Below:

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

1. Click **“Proceed without”**

The screenshot shows the 'Learning Center' header with the Centene Corporation logo. Below the header is a registration form. At the top of the form is a text input field labeled 'CEID/NPN'. Below the field are two lines of red text: 'Centene Employees: Enter your Centene Employee ID (CEID) number above.' and 'EXCHANGE/FIDELIS/PINN/Tec: Enter your National Producer Number ID (NPN) above.' Below this is the instruction 'All other agents, please click Proceed without:'. At the bottom of the form are two buttons: 'Submit' and 'Proceed without'. A blue arrow points from a blue circle containing the number '1' to the 'Proceed without' button.

Registration Step 1 of 3

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

- Complete highlighted areas and click “Submit”

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:

- Continue filling in the information requested in all the following fields:
 - Personal Information
 - Name
 - Additional Information

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

Note: All fields marked with an * are required.

Registration Step 2 of 3 (cont.)

Continue the registration process:

- Complete filling in the information requested in all the following fields:
 - National Producer Number (NPN)
 - Password
 - Email address
 - Mailing address
 - Language

- Click **“Register”**

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 NPR website.](#)

Confirm NPN*

Verify NPN

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

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

Language

Indicate your preferred language for taking courses.

Language

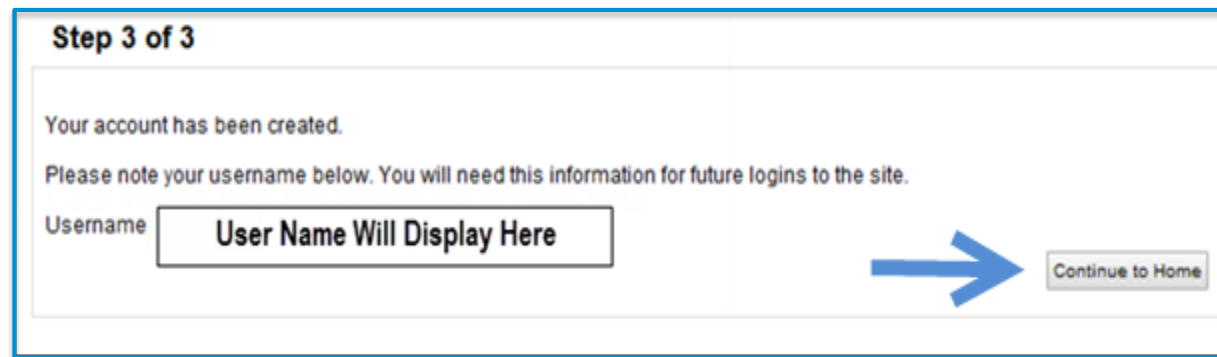
Select your preferred language

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 back to the home page of the learning course.



The screenshot shows a web interface for 'Step 3 of 3'. It contains the following text: 'Your account has been created.' followed by 'Please note your username below. You will need this information for future logins to the site.' Below this is a label 'Username' next to a text box containing 'User Name Will Display Here'. To the right of the text box is a blue arrow pointing to a button labeled 'Continue to Home'.



Helpful Hint!

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

Certification Training Assignment

Follow the Simple Process Below to begin training:

1. On the Registration Wizard select your **“Selling Entity”** and click **“Save selections”**.
2. Click **“Place me in the selected learning”** to continue.

The screenshot shows the 'Registration wizard' page for user 'Allwell01 Testerson'. The page has a purple header with the CENTENE logo and navigation links for 'Home' and 'Transcript'. Below the header, there are tabs for 'Profile', 'Edit profile', 'Blog', 'Registration wizard', and 'Transcript'. The main content area is divided into two sections: 'Selling Entity' and 'Available learning'. Both sections have a list of options: 'National' (checked), 'CA', and 'OR/WA - Clark County'. In the 'Selling Entity' section, a blue arrow labeled '1' points to the 'National' checkbox. Below this section is a 'Save selections' button with a blue arrow pointing to it. In the 'Available learning' section, a blue arrow labeled '2' points to the 'Place me in the selected learning' button. A green banner at the top of the main content area says 'Changes saved.'

Certification Training Assignment (cont.)

Follow the Simple Process Below to begin training (cont.):

- Once you have placed yourself in the learning course, you will be routed to the “Learning Center Home” page. You will see Courses available in the “**My Certifications**” section.
- Once you have successfully completed your required “**AHIP Medicare Training (Year)**” the (Year) Centene MA Certification Training will be unlocked when training becomes available.
- Click on “**(Year) Centene MA Certification Training - National**” to start training course.
- Continue on with the online training, state attestations and final exam.

My Certifications

Centene Medicare Advantage Certification Training -

Learning groups

National

Courses

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Course symbol key

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!



**Health Net Plans
(CA/OR/WA):
1-800-708-7646**

**Allwell Plans
(National):
1-844-202-6811**

**Ascension Complete Plans
(FL/IL/KS)
1-844-202-6811**

*Monday – Friday
9:00 a.m. - 5:00 p.m. (All time zones)
(Excluding holidays)*