Centene Workbench Instructions: How to Access 2025 AHIP Medicare Training

How to Access 2025 AHIP Medicare Training

Purpose

To help navigate through the process of accessing America's Health Insurance Plans (AHIP) Medicare Training through the Centene Workbench (CWB) Training Center.

Access AHIP Medicare Training

To complete the AHIP Medicare Training, follow these simple steps:

1. Use the PingOne Single Sign-On (SSO) Portal to access Centene Workbench via a personalized Single Sign-On access link.

CE	NTENE
Cer	
Username	
Password	Ŕ
Forgot F	Password
If you need assistance,	please contact the Agent

2. Select the Centene Workbench icon to proceed.



wellcare

3. Once on CWB's **Dashboard** page, locate the **Navigation** menu. This is located to the left of the **Dashboard** page.

Workbench	Dashboard	A
MAVIGATION C DASHBOARD C DOK OF BUSINESS C APPLICATIONS	My Credentials New Application Broker Status Surpended - Pending Treining/Missing License Application State Licenses 1 Active I View Details View Details View Details	My. AEP Status First Last Name Status Recertification Pending Image: Application Pending
 SHARED RESOURCES MY STATUS & CREDENTIALS 	New Enrollments	Medicare Book of Business
// TRAINING 🗸 🗸	Newly enrolled members within the past 12 months	Total Book of Business over time within the past 12 months
Required Training Educational Training Medicare Certification	09 08 07 06	
MY ACCOUNT	05-04-	

4. From the **Navigation** menu, select **Training** to reveal the sub-menu.



5. Select Medicare Certification from the sub-menu to proceed.



6. Once on the **Medicare Certification Vendors** page, select the drop-down arrow to expand the **AHIP - Medicare Certification and Fraud, Waste, and Abuse Training** section.

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).
 AHIP - Medicare Certification and Fraud, Waste, and Abuse Training
MEDICARE CERTIFICATION HISTORY

7. Once the section is expanded, select the **GO TO AHIP** button to proceed to the AHIP Site.

Medicare Certification Vendors	A
Medicare Certification and Fraud, Waste, and Abuse Training To comply with Welicare'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).	
 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 cert 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 update. 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 Broke incorrect amounts charged/paid.	tification. completion will update within 24 hours of your affiliation or Portal. <u>Reimbursements will not be issued for</u>
CO TO AVER	
MEDICARE CERTURATION INSTORY	

- 8. Log onto the AHIP site by following these steps:
 - Returning Users: Enter your Username (Email address or NPN) and Password and select the Login button.
 - First-Time Visitors: Navigate to the web page's Registration section and select the Create a New Account button.

Madiana		English 🛩 You	are not logged in. (Log.in) Return to CENTENE
Fraud, Was	r ite, and Abuse		CENTENE
	Med	Icare Course Home Transcript	Corporation
	Need CE endED They're available in every state, the District of Courting, and Pueto Rico. Maximum efforcers, Single port and west is easy to anyour training scores that they be the table of the table. Engaging concent that does more table meet KOS requirements, it heips yo Training that reflects AHIP SO- year commitment to insurance discaso.	insurance providers. u growyour bosiness.	
	What You'll Learn		
	Medicare	Fraud, Waste, and Abuse (FWA)	
	In the basis of Mediace Heart or derive eighting wild benefits Uniferent cycles of Mediace Anexage and Part D procession drug plans Nondiscrimination reliming Marketing and enrollment under the Medicare Advantage and Part D program requirements	Not to dentry VMA Not obstry VMA Not obstry VMA Not obstry VMA Not obstry Notobstry Not obstry	
	New This Year: Your Course Purchase Might Be Taxed In some states digital and online educational courses are subjects tables tax. If there tax have apply to you to And Yas support the Missional Annual Annual Annual Annual Annual Annual Ready to Get Started? Contact your plan administrator for training requirements and enrollment discours if applicable.	r state, you'll see the safes taxes added at checkout starting june 1,2024. If you have any questions or concerns about this change, please don't hesitate to reach	24
	liser Lorin	Partistration	
	Username (NPN or Fmail)	regoriadori	
		First time visitor?	
	Password	Create a New Account	
	Forgot your username? Eorgot your password?		
Powered by Forj LMS from <u>Forj Software. In</u> AHIP© 2023. All rights reserved.	<u>×</u>		

- 9. Follow the screen instructions to complete the AHIP site registration/validation process for both first-time visitors and returning users.
- 10. When routed to AHIP's Dashboard page, select the **Checkout** button located on the right side of the page to proceed to the **Billing Information** page to purchase the AHIP training course.



Note: Wellcare offers reduced pricing on AHIP training fees for contracted partners. If you do not see a discounted rate applied on the **Billing Information** page, <u>DO NOT</u> proceed with payment. Contact Medicare Broker Support for assistance. Wellcare will not reimburse training fees paid incorrectly.

11. Once the billing transaction is complete, select the **Go to my courses** button to be routed to AHIP's Dashboard page.

12. In the **My Certifications** section on the AHIP Dashboard page, you will find assigned training. Select the **AHIP Medicare Training (initial)** link to continue.

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Fraud, W	aste, and Abuse Medican Courte Home Tenerciet Tenerciet
Quick Links User Guide AHIP Insurance Education AHIP Conferences	This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions. Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.
AHP Home Contact Us For Technical Support: Phone: 856,234,6909 Email: Support@AmiP insuranceEducation.org	Instructions The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results. Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.
CE CREDITS DISCLAIMER For all students who are interested in receiving CE credits, norder to be eligible for CE credits, prior to taking the final issue you must citic to the button that says "Yes, take the exam with CE", in addition to selecting this button, you must also pay for your CE	My Certifications AHIP Medicare Training (initial) 01
credits after successfully completing your final exam. Students who do not salect this button nor pay for credits will be deemad to be declining insurance CE credits and no insurance CE credits will be reported.	AHIP's training certificate is verification of course completion only and is not valid for In: It is for your records and should not be submitted to any state DOI. If you wish to obtain CE credit, please send an email to support@ohipinsuranceeducatio

13. Once the AHIP Medicare Certification Training and testing have been successfully completed through AHIP, you may submit your training results to Centene/Wellcare. This is done by selecting Transmit next to Centene/Wellcare within the AHIP Site.

14. To exit from the AHIP Site, select the drop-down arrow located in the top right corner of the **Dashboard** page. Within the drop-down menu, select **Log out** to exit successfully.

Medicare Fraud, Was	te, and Abuse Medicare Course Home Transcript Reporting	English v d v
Quick Links ser Guide tedicare FAQs	Dashboard	
HIP Insurance Education HIP Conferences HIP Home		Site License Admin Site License Admin Guide Site License Completions Report

AHIP Medicare + Fraud, Was	te, and Abuse	English v Profile Dashboard
	Medicare Course Home Transcript Reporting	Logout
Quick Links User Guide	Dashboard	
AHIP Insurance Education	Changes saved x	Site License Admin
AHIP Conferences		Site License Admin Guide
AHIP Home		Site License Completions Report
Contact Us For Technical Support:		Custom Reports
Phone: 866.234.6909	This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions.	2023 Medicare & Compliance Completions
Email: Support@AHIP InsuranceEducation.org	Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.	2023 Overall Completion 2024 Medicare &
		<u>Compliance Completions</u> <u>2024 Overall Completion</u>
For all students who are interested in	Instructions	
receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam	The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.	
you must click on the button that says "Yes, take the exam with CE". In addition to selecting this button, you must also pay for	Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.	Become a long-term care expert in just one online course

Note: Please allow up to 24 hours for your Medicare training results to be posted to Centene Workbench.

- 15. To return to Centene Workbench to view your Medicare training results and/or access the Wellcare ACT courses (if available), use the PingOne Single Sign-On (SSO) Portal to access Centene Workbench via a personalized Single Sign-On access link.
- 16. From the **Navigation** menu on CWB, select **Medicare Certification** to return to the **Medicare Certification Vendors** page to view messaging displayed to confirm completion of the Medicare Certification and Fraud, Waste, and Abuse Training. The following messages/completion marks will appear:
 - The message will display Our records indicate that you have completed your required Medicare Certification vendor training for this plan year.
 - A Green check mark will display next to the AHIP Medicare Certification and Fraud, Waste and Abuse Training link confirming training has been completed.
 - The message will display Medicare certification is complete. No further action is required.

17. To view the history of your year-over-year completed Medicare Certification training, select the **MEDICARE CERTIFICATION HISTORY** button located at the bottom of the **Medicare Certification Vendors** page.

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.

18. Within the **Medicare Certification History** page, the following information will be listed:

- Provider Name (E.g., AHIP, and EvolveNXT)
- Medicare Training Year
- Completion Date of Medicare Certification Training

Medicare Certification History		
Provider	Year	Completion
AHIP	2024	11/23/2023

- 19. To access the Wellcare ACT courses (if available), locate the **Navigation** menu. This is located to the left of the **Dashboard** page.
- 20. Within the **Navigation** menu, a red alert notification will display next to **Training** if Wellcare ACT has been assigned and needs to be completed.

21. From the **Navigation** menu, select **Training** to reveal a sub-menu. Select **Required Training** from the submenu to proceed.



22. In the **Open Assigned Trainings** section of the **Required Training** page, select the drop-down arrow to expand the view. Once the section is expanded, select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin training.

Required Training	
Open Assigned Trainings	
Wellcare ACT Journey to a Successful Season	
You are required to certify annually to market and sell Medicare Advantage (MAMA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the train completed PRIOR TO selling any Welfcare 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	ing component of annual certification. This course includes four (4) to five (5) components, which must all be compensation payment ineligibility (if applicable).
START Wellcare ACT Journey to a Successful Season	
Wellcare ACT Know Your Product You must first complete the above training componently to unlock this component.	
Vellcare ACT Mastery Dram You must first complete the above transing componently to unlock this component.	
Modicare Certification + Fraud, Waste, and Abuse Training Access to Medicare Certification Vendor: E.g. ArtH NABH ExotentIOT patters vary.	

23. Once Wellcare ACT and Medicare Certification Trainings are complete, the course will move from **Open Assigned Trainings** to the **History** section within the **Required Training** page and will display a **Completed** status.

Required Training		
Open Assigned Trainings		
There are currently no required training courses assigned to you.		
History		
~	COMPLETED Wellca	re ACT Journey to a Successful Season
	You have completed training on 06/05/2024	
-	COMPLETE Wellc	are ACT Journey to a Successful Season - Completed - 06/05/2024
	COMPLETE Wellc	are ACT Know Your Product - Completed - 06/05/2024
	COMPLETE Wellc	are ACT Mastery Exam - Completed - 06/05/2024
	COMPLETE	are Certification + Fraud, Waste, and Abuse Training - Completed - 05/24/2024

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 – 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: <u>ahipmedicaretraining.com</u> Technical Support Phone: 866-234-6909 Email: Support@AHIPInsuranceEducation.org