

Centene Workbench Instructions: How to Access 2025 AHIP Medicare Training

wellcare

How to Access 2025 AHIP Medicare Training

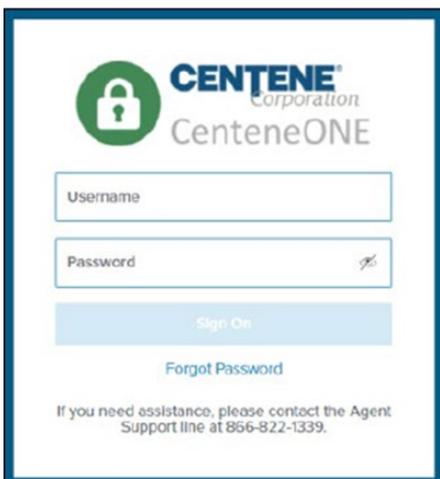
Purpose

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

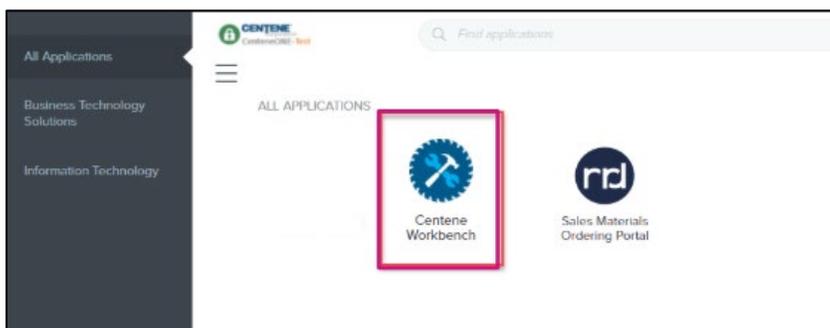
To complete the AHIP Medicare Training, follow these simple steps:

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

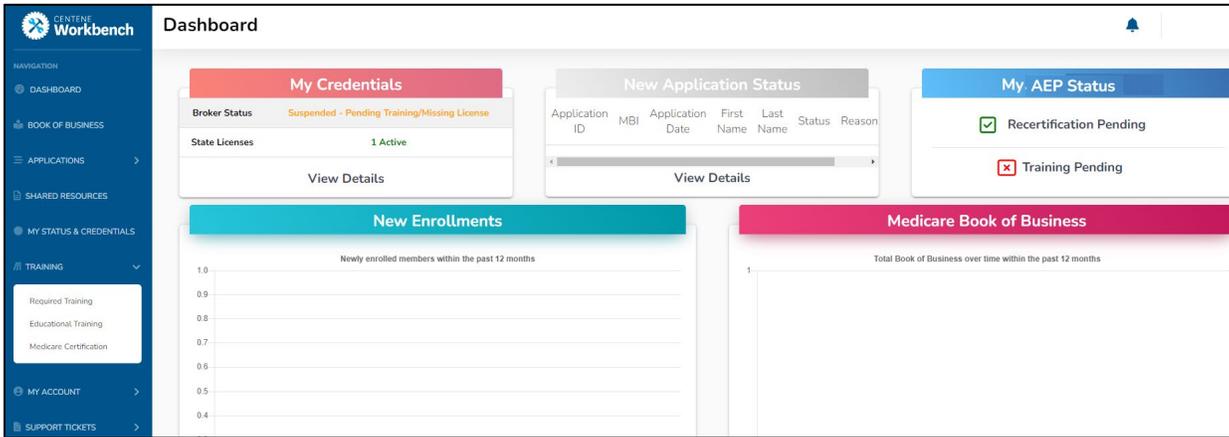


The image shows the CenteneONE login interface. At the top left is the Centene Corporation logo, which includes a green padlock icon. To the right of the logo, the text reads "CENTENE Corporation" and "CenteneONE". Below the logo are two input fields: "Username" and "Password". The password field has 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."

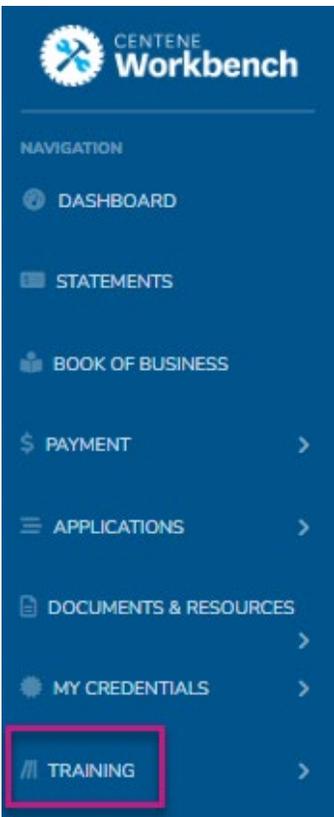
2. Select the **Centene Workbench** icon to proceed.



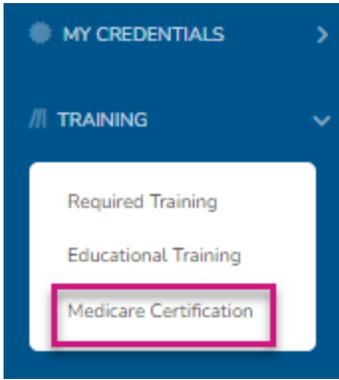
3. Once on CWB's **Dashboard** page, locate the **Navigation** menu. This is located to the left of the **Dashboard** page.



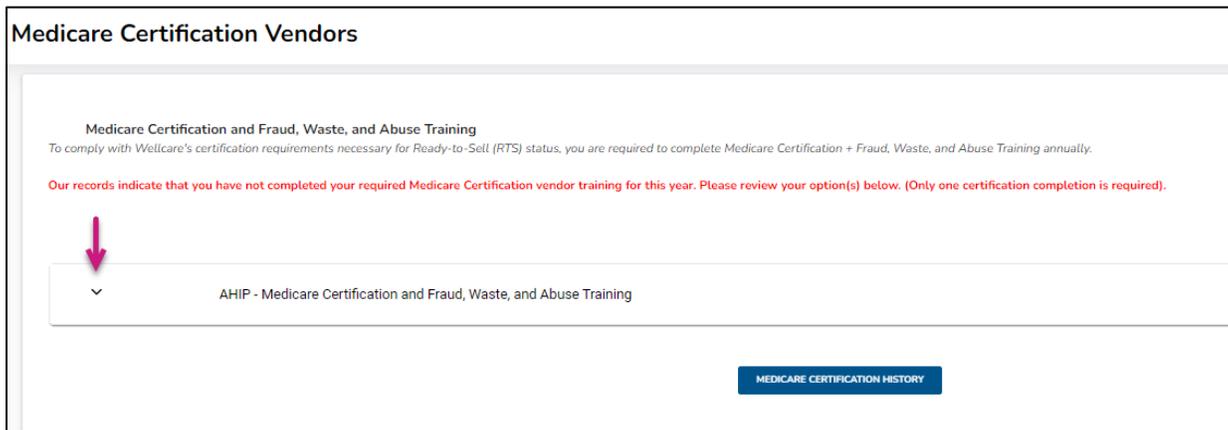
4. From the **Navigation** menu, select **Training** to reveal the sub-menu.



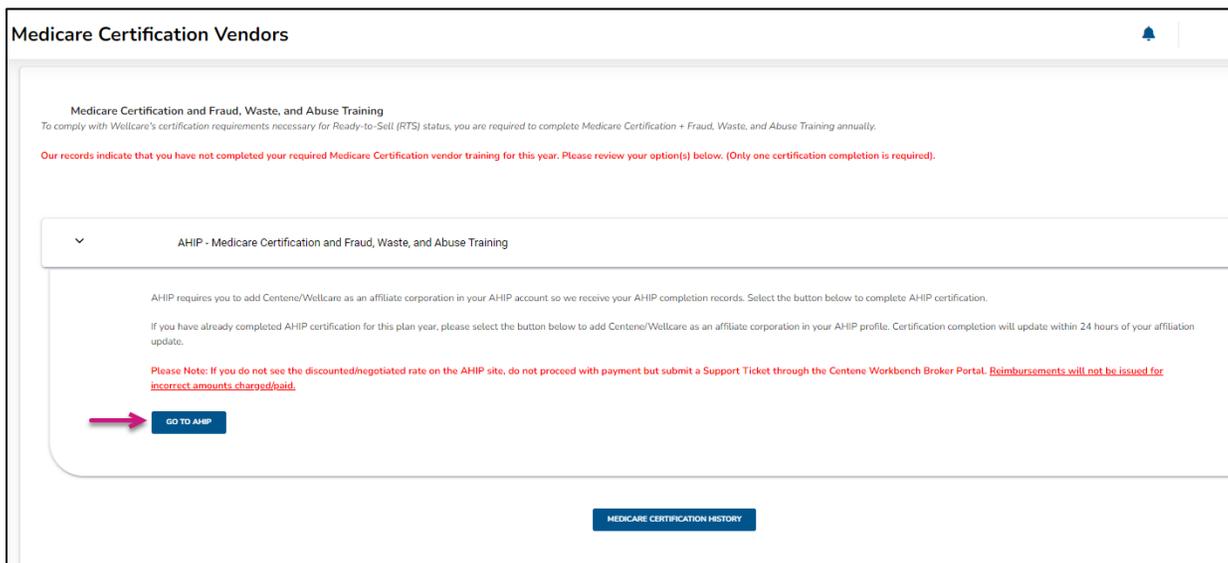
5. Select **Medicare Certification** from the sub-menu to proceed.



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.

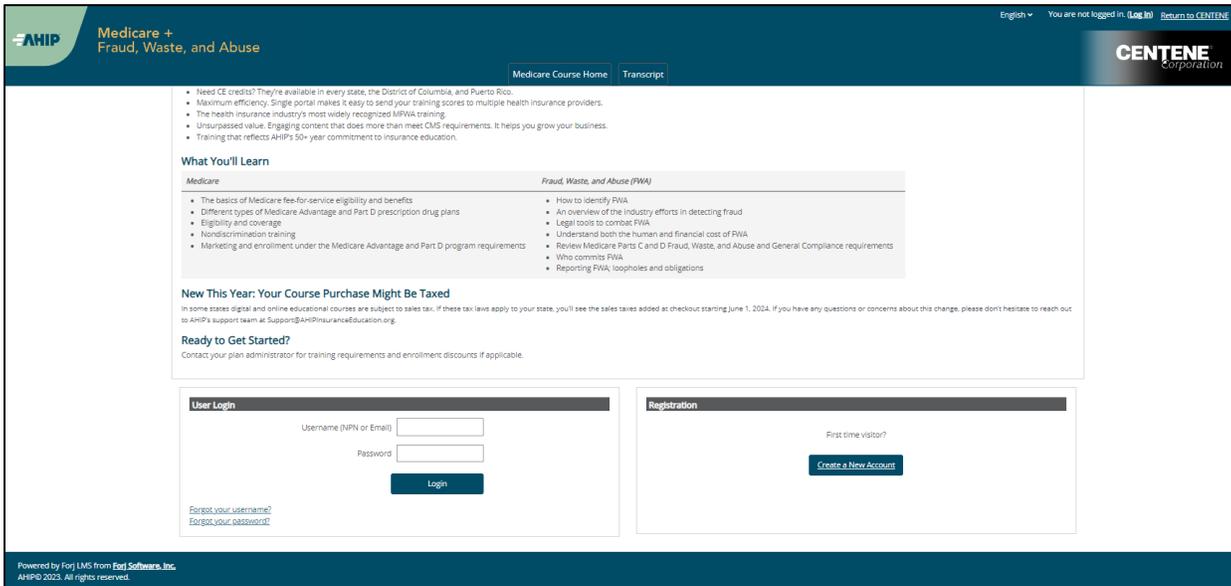


7. Once the section is expanded, select the **GO TO AHIP** button to proceed to the AHIP Site.



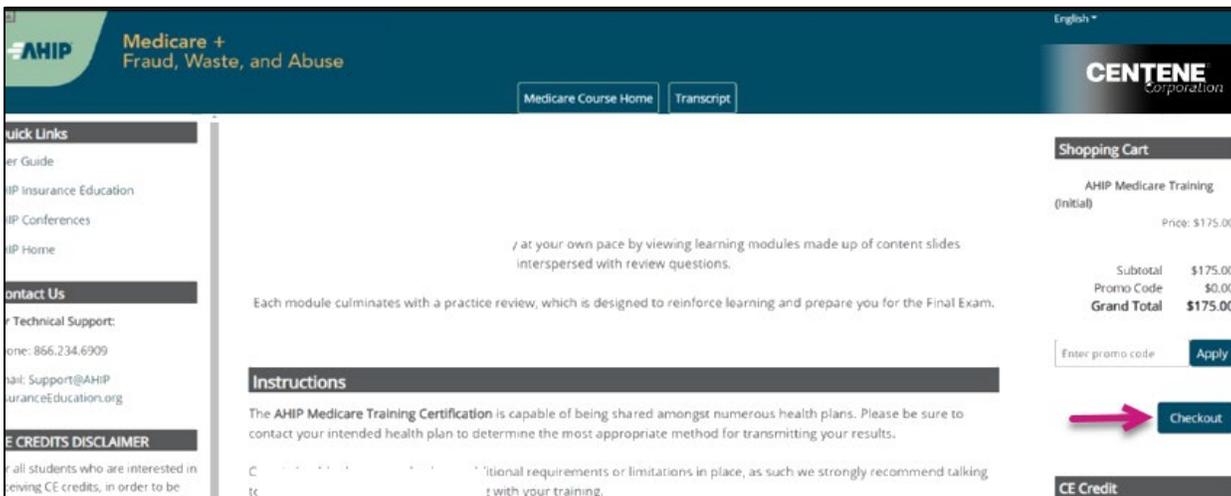
8. Log onto the AHIP site by following these steps:

- **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.



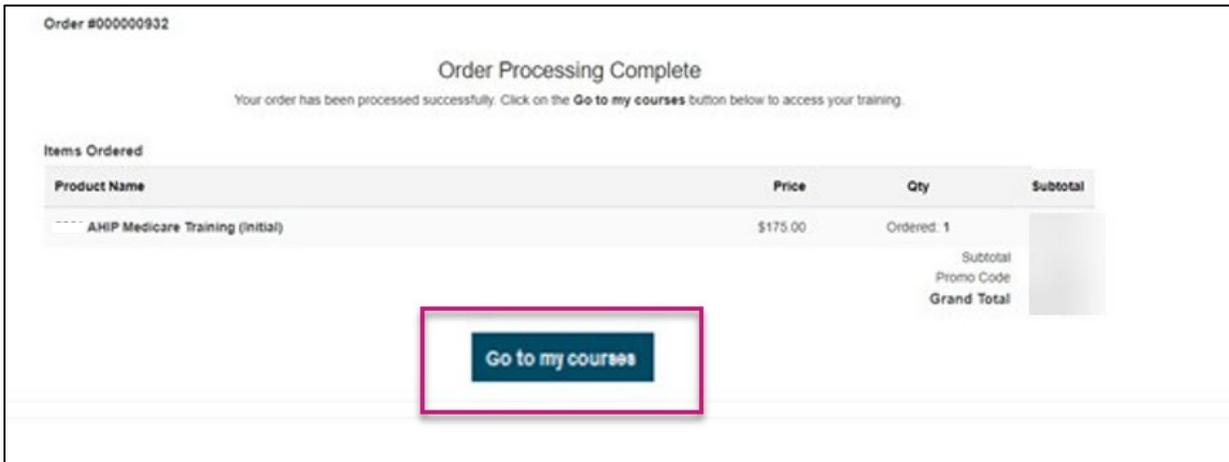
9. Follow the screen instructions to complete the AHIP site registration/validation process for both first-time visitors and returning users.

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.

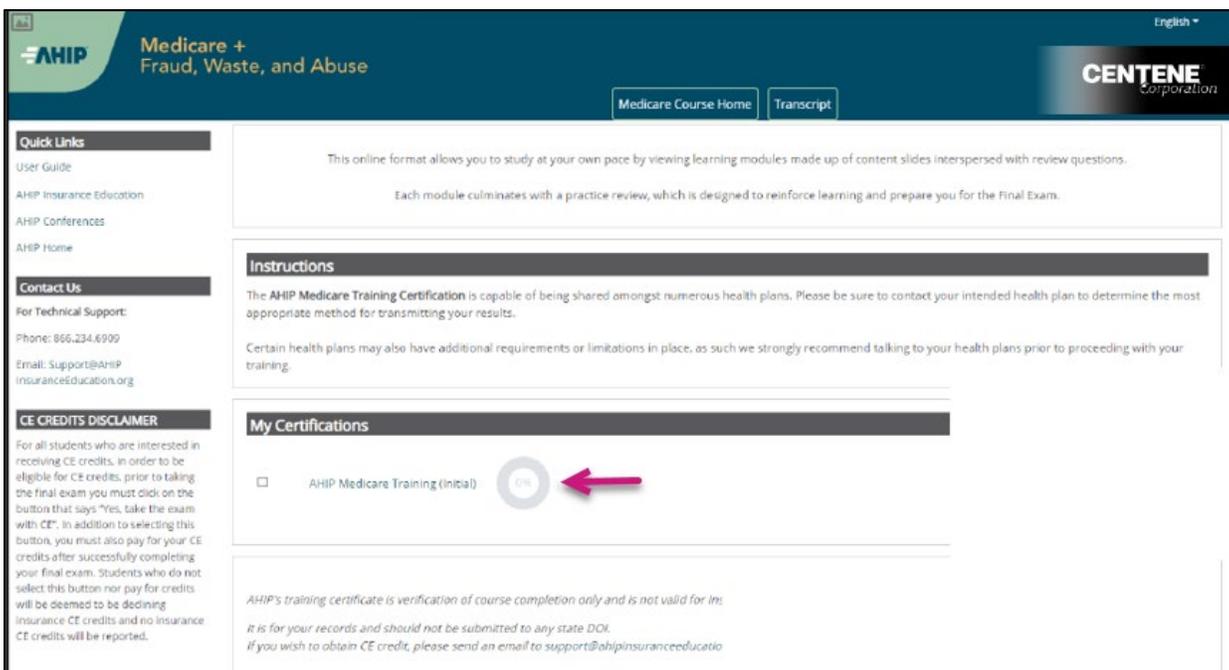


Note: Wellcare offers reduced pricing on AHIP training fees for contracted partners. If you do not see a discounted rate applied on the **Billing Information** page, **DO NOT** proceed with payment. Contact Medicare Broker Support for assistance. Wellcare will not reimburse training fees paid incorrectly.

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

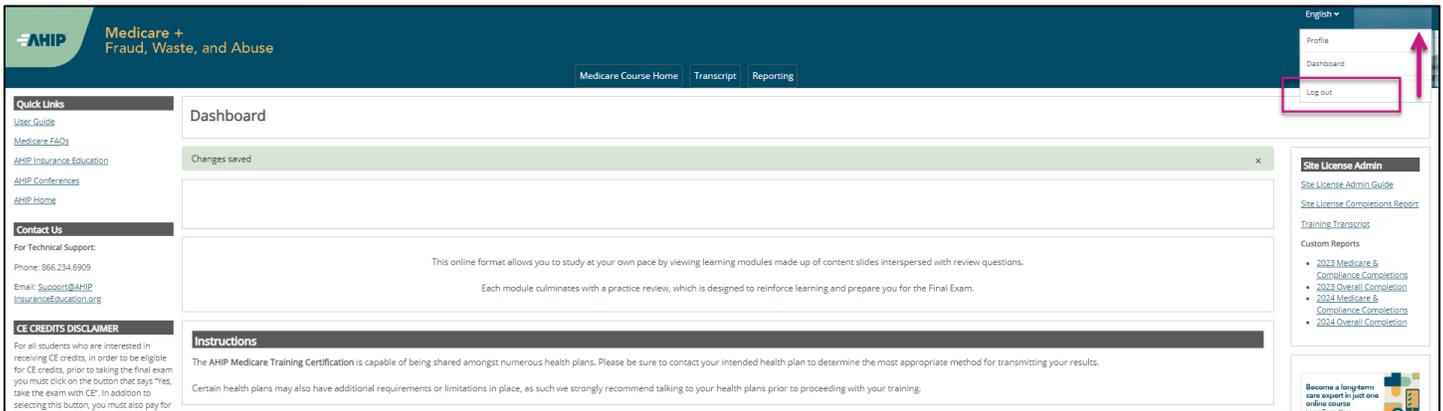
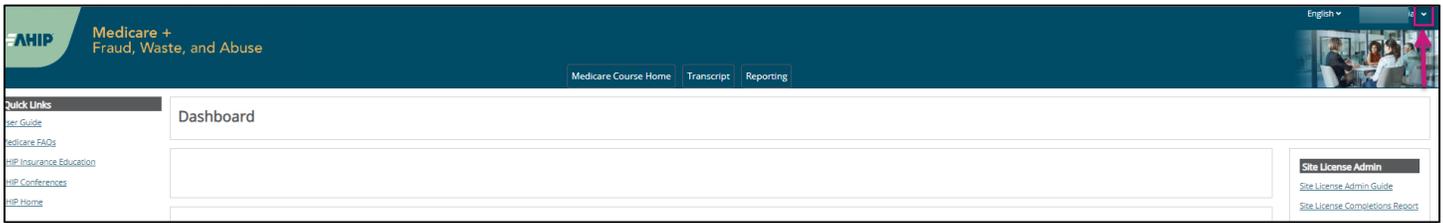


12. In the **My Certifications** section on the AHIP Dashboard page, you will find assigned training. Select the **AHIP Medicare Training (initial)** link to continue.



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.



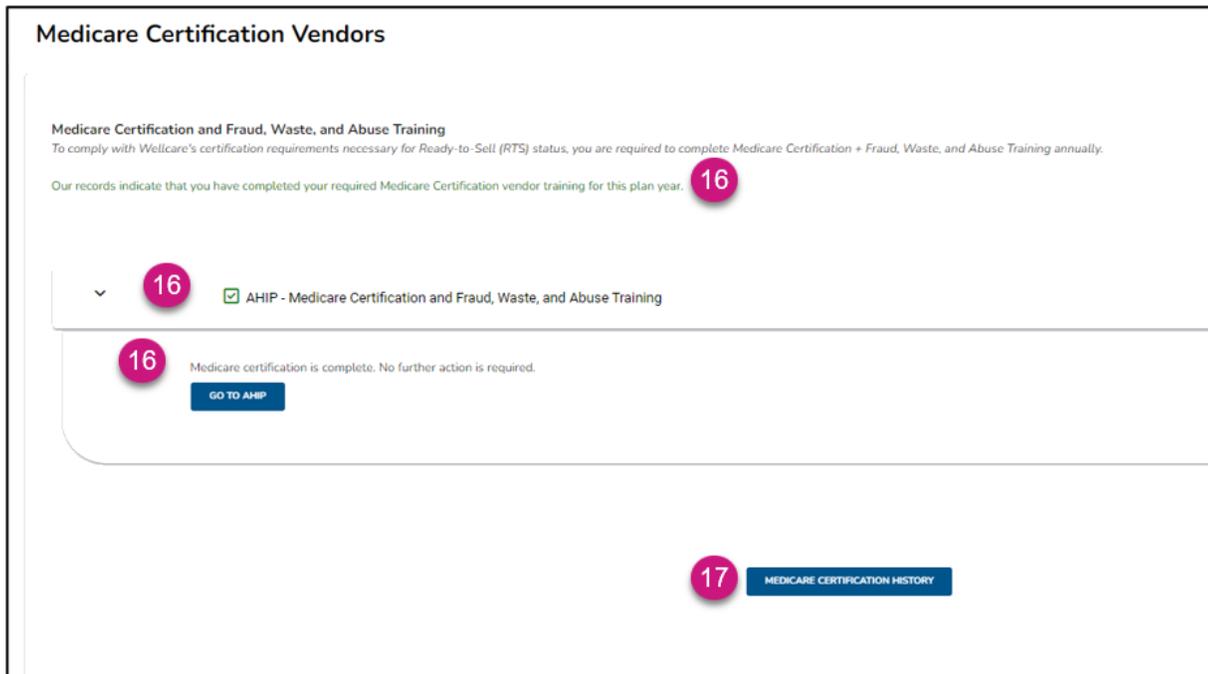
Note: Please allow up to 24 hours for your Medicare training results to be posted to Centene Workbench.

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.



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

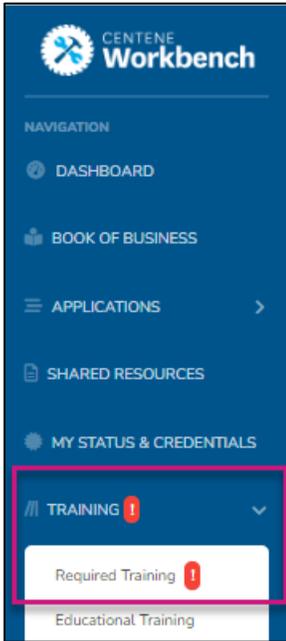
- Provider Name (E.g., AHIP, and EvolveNXT)
- Medicare Training Year
- Completion Date of Medicare Certification Training

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

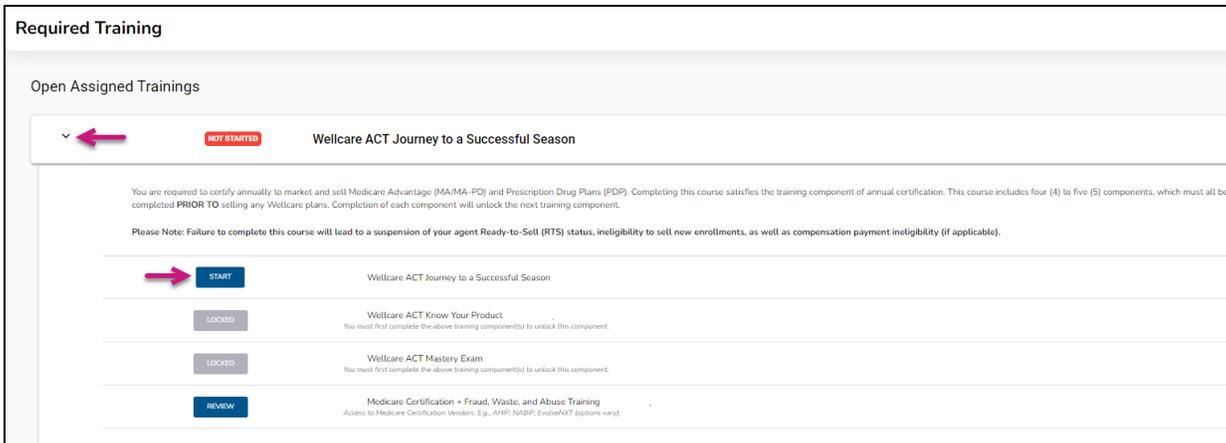
19. To access the Wellcare ACT courses (if available), locate the **Navigation** menu. This is located to the left of the **Dashboard** page.

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 sub-menu 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.



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

Wellcare ACT Journey to a Successful Season

You have completed training on 06/05/2024

COMPLETE	Wellcare ACT Journey to a Successful Season - Completed - 06/05/2024
COMPLETE	Wellcare ACT Know Your Product - Completed - 06/05/2024
COMPLETE	Wellcare ACT Mastery Exam - Completed - 06/05/2024
COMPLETE	Medicare 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: ahipmedicaretraining.com

Technical Support

Phone: 866-234-6909

Email: Support@AHIPInsuranceEducation.org