



Centene Workbench Training Center Access Instructions

Presentation for all users

Welcome!



Wellcare Annual Certification Training (ACT) Instructions:

Wellcare encourages all Sales Agents and Brokers to certify prior to **10/1** so you can begin discussing benefits with your clients!

Important Reminders



Annual Certification Required

Sales Agents and Brokers are required to certify/recertify annually to sell Medicare Advantage plans and be eligible to receive commissions (if applicable).



Certify Before You Sell

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:

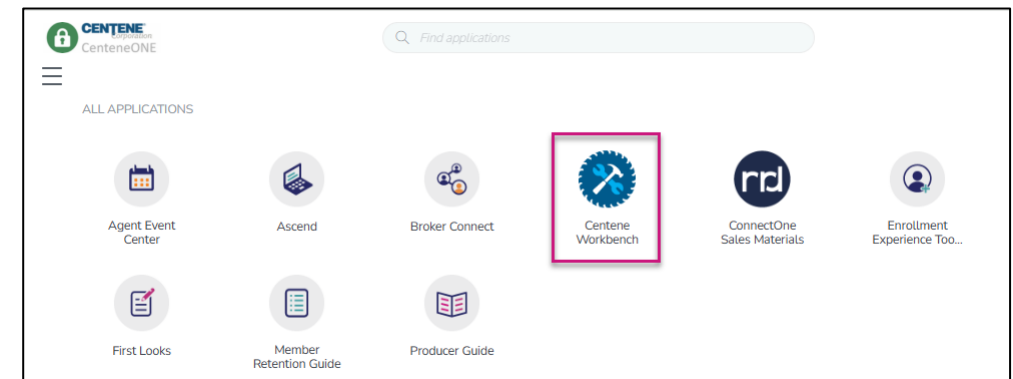
Step 1 — Sign In via PingOne SSO

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

A screenshot of the CenteneONE login interface. At the top is the Centene Corporation logo and the text "CenteneONE". Below this 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."

Step 2 — Launch Centene Workbench

Select the **Centene Workbench** icon to proceed to access your training.



Accessing Wellcare ACT as a Returning Portal User

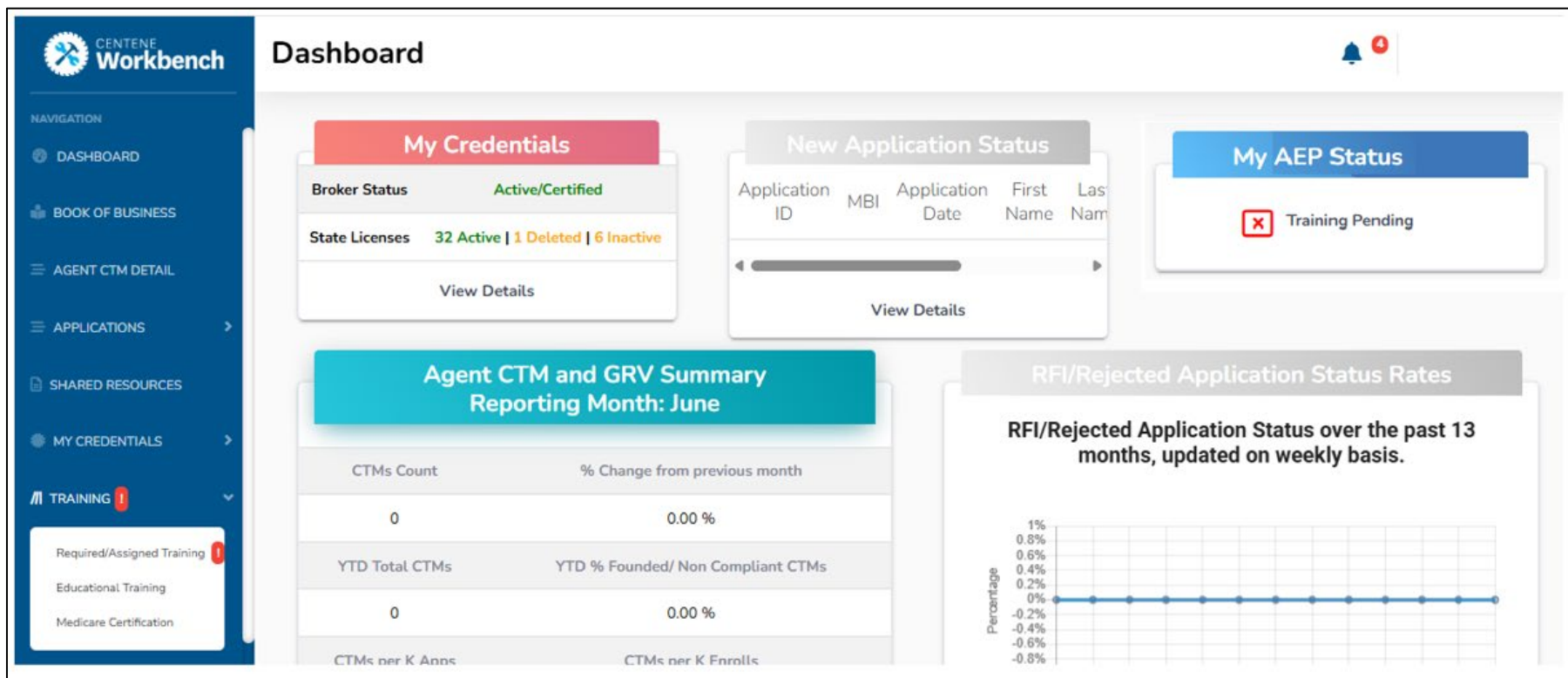
For agents and brokers who have previously accessed the Centene Workbench portal.

[Dashboard](#) • [My AEP Status](#) • [Training Navigation](#) • [Required Training](#)



Returning Portal Users Only

Once logged into Centene Workbench, the **Dashboard** will appear. From the **Dashboard** page, it will display the **My AEP Status**, and the **Navigation** menu will display training alerts if training is assigned and needs to be completed, and access to training transcripts.

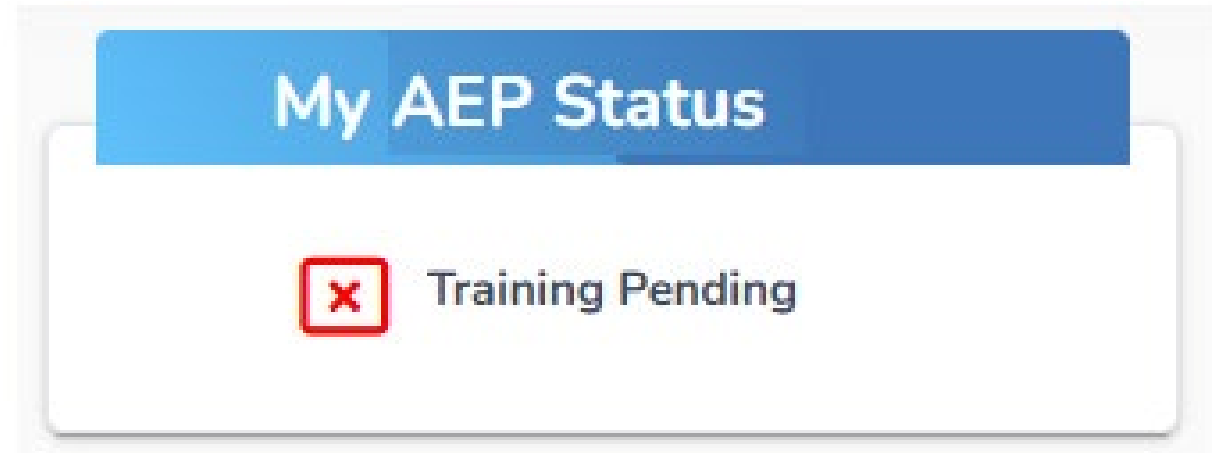


Dashboard - My AEP Status (Pending)



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”.

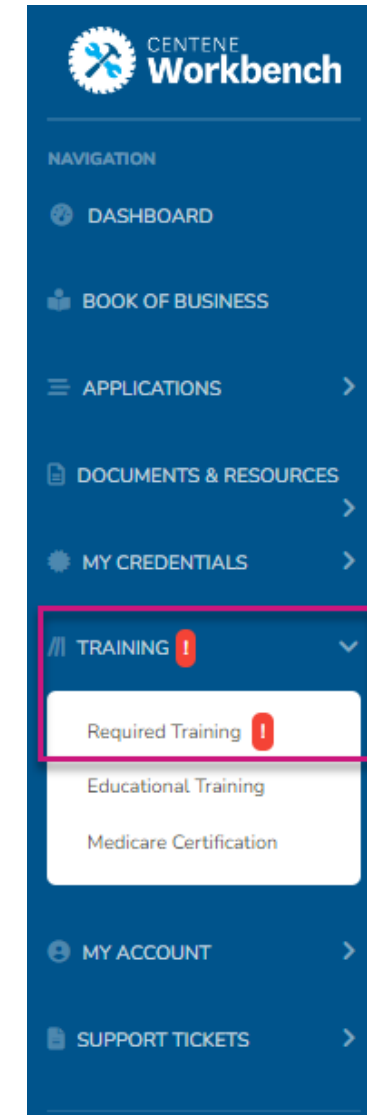
Status will display **Training Pending** when the Wellcare ACT / Medicare training has not been completed in its entirety.



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 **2027 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 **2027 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

▼ **NOT STARTED** 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 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., AHIP, EvolveNXT (options vary).

Required Training

Open Assigned Trainings

▼ **IN PROGRESS (50%)** Wellcare ACT Journey to a Successful Season

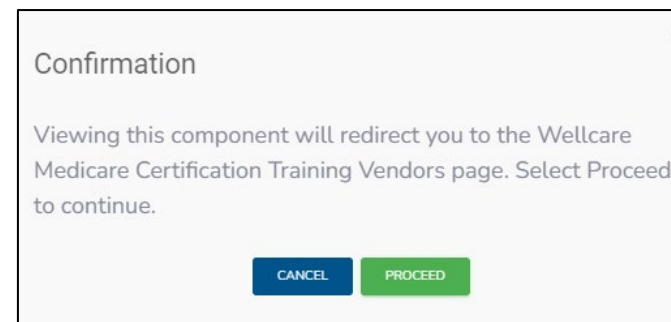
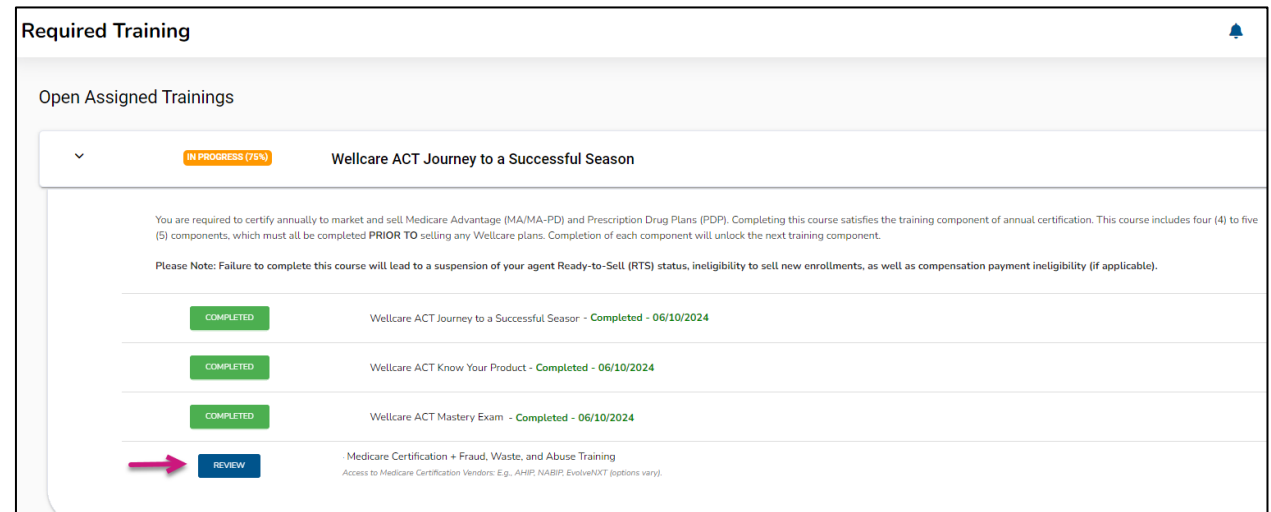
You are required to certify annually to market and sell Medicare Advantage (MA/MA-PD) and Prescription Drug Plans (PDP). Completing this course satisfies the training component of a. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. 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., AHIP, EvolveNXT (options vary).

Required Training – Medicare Certification

- Within the **2027 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.

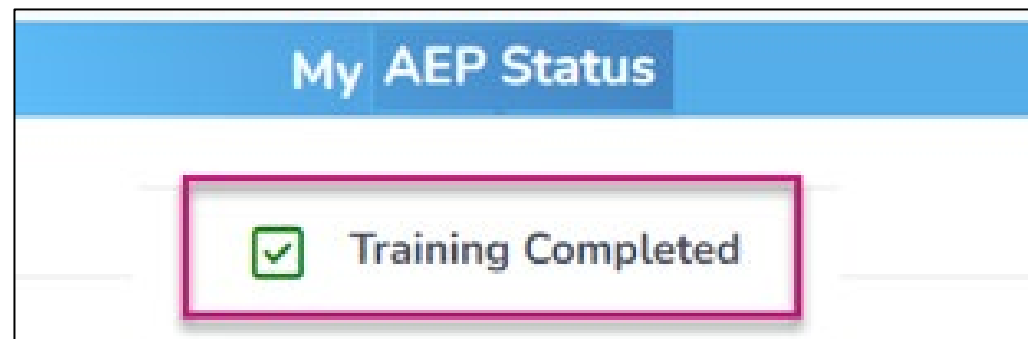


Note: The Medicare Certification Training Vendors page provides direct access to CMS-approved Medicare certification partners (AHIP and NABIP) accepted by Wellcare. Available training options vary by Producer Type.

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.



Quick Tip: Once your status shows Training Completed, you are ready to begin marketing and selling Wellcare plans for the upcoming enrollment season.

Accessing Wellcare ACT as an Onboarding Portal User

For agents and brokers accessing the Centene Workbench portal for the first time

My Certification Cases • Required Training • Medicare Certification



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 shows the Centene Workbench interface. On the left is a blue navigation sidebar with the "CENTENE Workbench" logo at the top. Below the logo, the menu items are "REGISTRATION", "MY CERTIFICATION CASES", and "REQUIRED TRAINING". The "REQUIRED TRAINING" item is highlighted with a red box and has a red alert icon next to it. The main content area is titled "My Certification Cases" and features a search bar labeled "Search by Name:". Below the search bar is a table with the following columns: Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. A single row of data is displayed: [Redacted], Medicare Advantage, 2024, Contract Recertification, [Redacted], Broker, [Redacted], [Redacted], 04/16/2024, Submitted. At the bottom left of the table area, it says "Showing 1 to 1 of 1 entries". At the bottom right, there are pagination controls: "FIRST", "PREVIOUS", "1" (the active page), "NEXT", and "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 **2027 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 **2027 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

▼ **NOT STARTED** 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 a contract. 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 (if 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.
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Required Training

Open Assigned Trainings

▼ **IN PROGRESS (50%)** Wellcare ACT Journey to a Successful Season

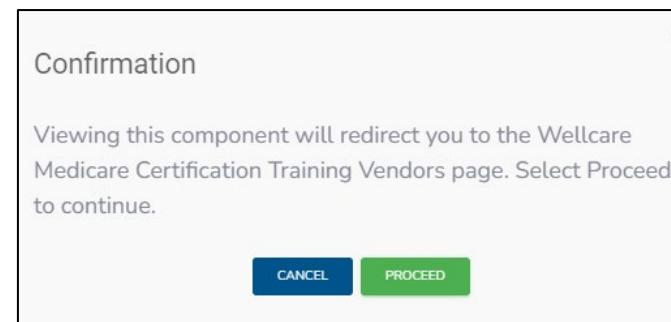
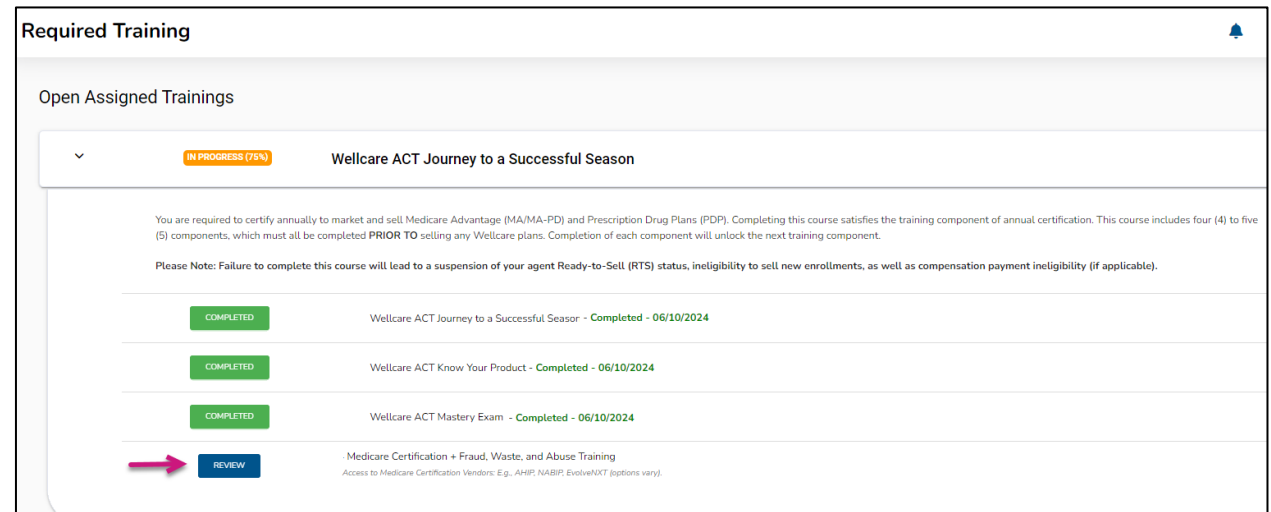
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Please Note: Failure to complete this course will lead to a suspension of your agent Ready-to-Sell (RTS) status, ineligibility to sell new enrollments, as well as compensation pay (if applicable).

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., AHIP, EvolveNXT (options vary).

Required Training – Medicare Certification

- Within the **2027 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.



Note: The Medicare Certification Training Vendors page provides direct access to CMS-approved Medicare certification partners (AHIP and NABIP) accepted by Wellcare. Available training options vary by Producer Type.

Medicare Certification Training

How to access and complete your Medicare Certification training

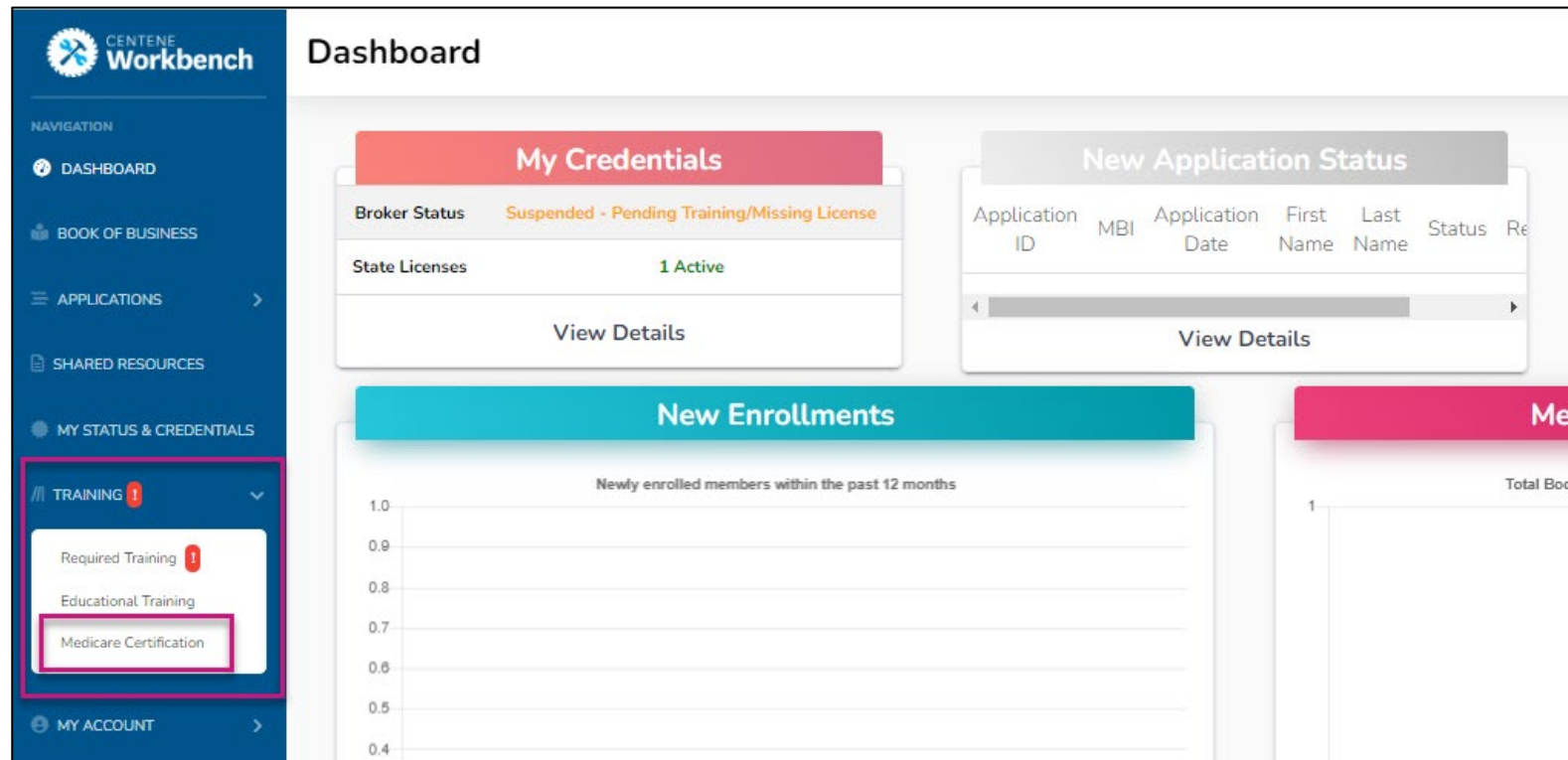
[Vendors Page](#) • [AHIP / NABIP](#) • [Certification History](#)



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 does not have to be completed prior to accessing the **2027 Wellcare ACT Journey to a Successful Season** training course. Both components will be unlocked.

A screenshot of the "Medicare Certification Vendors" page. At the top, the title "Medicare Certification Vendors" is displayed next to a bell icon. Below the title, there is a section titled "Medicare Certification and Fraud, Waste, and Abuse Training" with a subtext: "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." A red message states: "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)." Below this, there are two expandable sections. The first is labeled "AHIP - Medicare Certification and Fraud, Waste, and Abuse Training" and the second is labeled "NABIP - Medicare Certification and Fraud, Waste, and Abuse Training". Both sections have a dropdown arrow on the left, which is highlighted with a red arrow. At the bottom of the page, there is a blue button labeled "MEDICARE CERTIFICATION HISTORY".

Note: The Medicare Certification Training Vendors page provides direct access to CMS-approved Medicare certification partners (AHIP and NABIP) accepted by Wellcare. Available 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.
- Various CMS-approved Medicare Certification partners may require you to select a carrier as an affiliate corporation in your account. For AHIP, select **Wellcare/Centene** and for NABIP, select **Wellcare**, so your completion results can be transmitted to 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 the 2025 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 certification.

If you have already completed AHIP certification for the 2025 plan year, please select the button below to add Centene/Wellcare as an affiliate corporation in your AHIP profile. Certification completion will update within 24 hours of your affiliation 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 Broker Portal. Reimbursements will not be issued for incorrect amounts charged/billed.

→ [GO TO AHIP](#)

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

NABIP requires you to add Centene/Wellcare as an affiliate corporation in your NABIP account so we receive your NABIP completion records. Select the button below to complete NABIP certification.

If you have already completed NABIP certification for the 2025 plan year, please select the button below to add Centene/Wellcare as an affiliate corporation in your NABIP profile. Certification completion will update within 24 hours of your affiliation update.

→ [GO TO NABIP](#)

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

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	2026	07/10/2025
AHIP	2025	09/30/2024

Transcripts

How to locate and view your training completion records

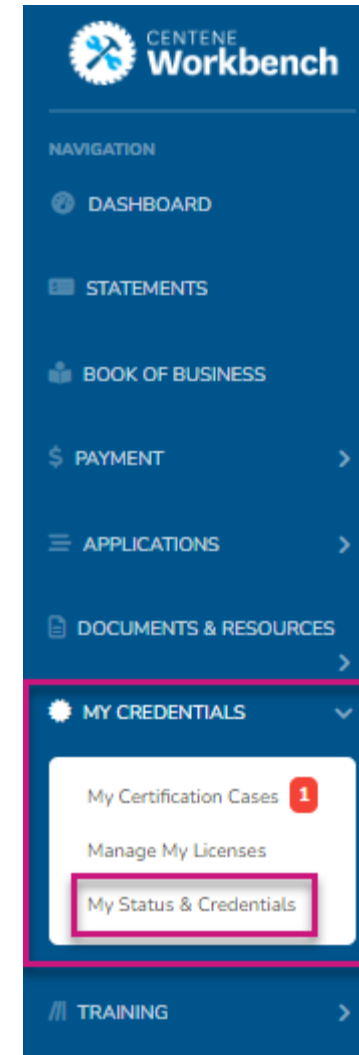
[My Credentials](#) • [My Status & Credentials](#) • [Training Info](#)



Navigation Menu – My Credentials

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

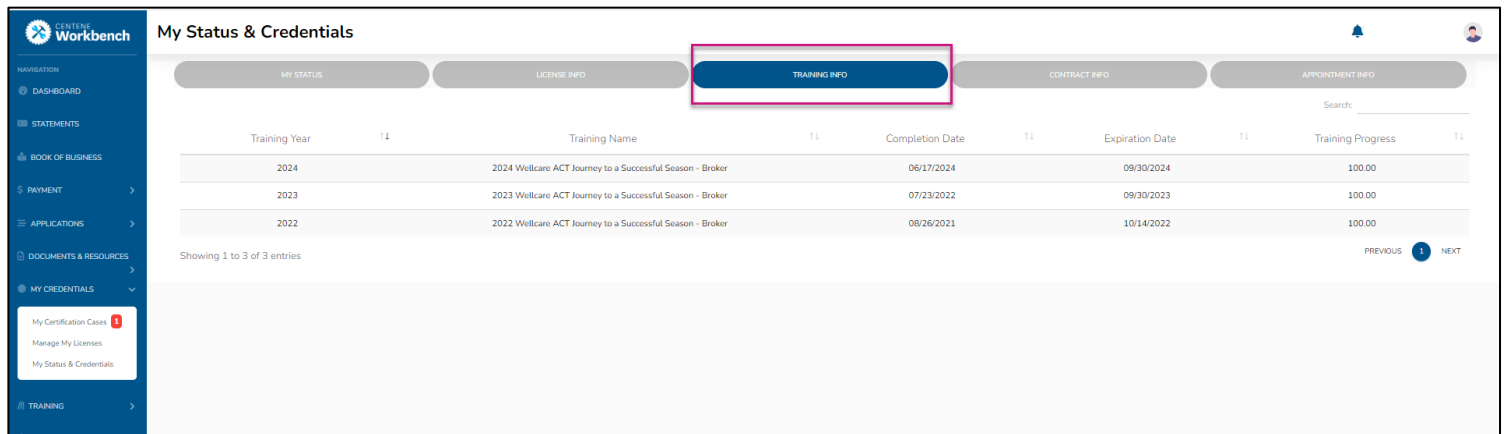
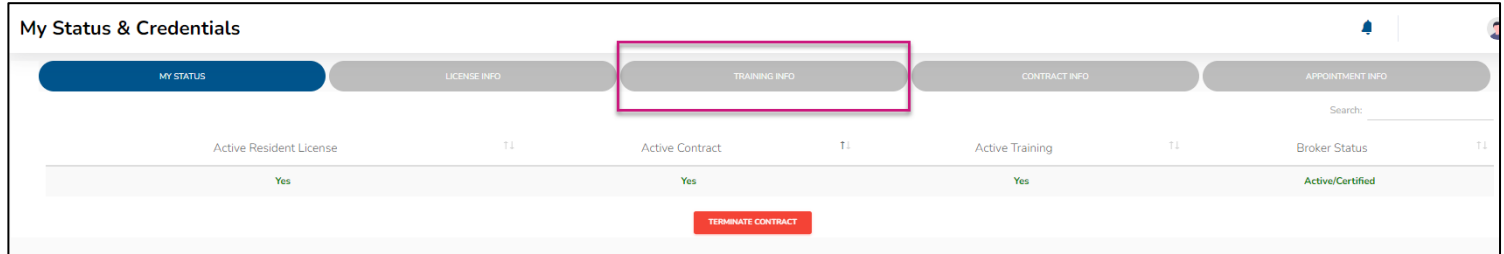
- From the **Navigation** menu, select **My Credentials** to reveal a sub-menu.
- Select **My Status & Credentials** from the sub-menu to proceed.



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 assistance is needed for the AHIP or NABIP Training Sites, please contact their Technical Support departments. Wellcare Broker Support is unable to assist with any AHIP or NABIP site questions and/or issues.

AHIP Training Site



Website

ahipmedicaretraining.com



Technical Support Phone

866-234-6909



Email

Support@AHIPInsuranceEducation.org

NABIP Training Site



Website

nabip.org



Technical Support Phone

844-257-0990



Email

support@nabiptraining.org