

Centene Workbench

Instructions: How to Access 2027 AHIP Medicare Training

wellcare®

How to Access 2027 AHIP Medicare Training

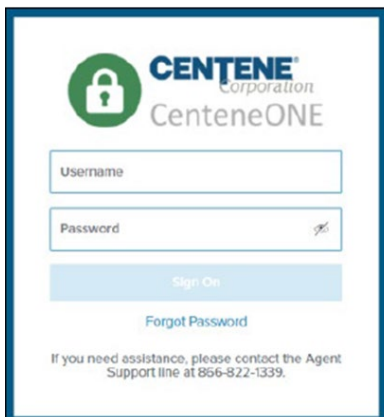
Purpose

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

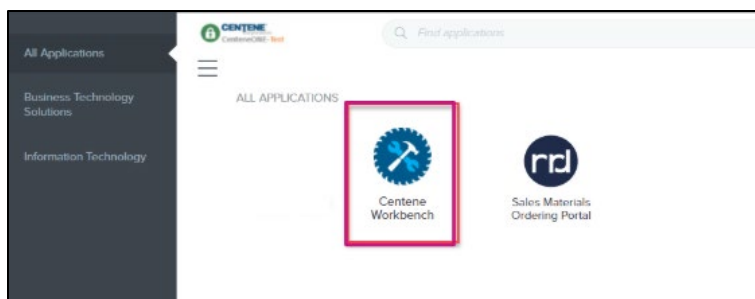
Access AHIP Medicare Training

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

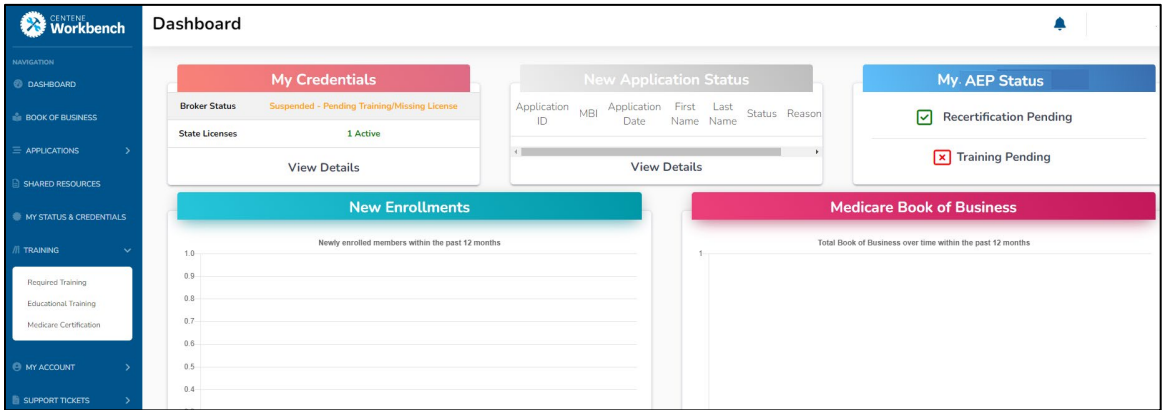
1. Use the PingOne Single Sign-On (SSO) Portal to access Centene Workbench via a personalized Single Sign-On access link.



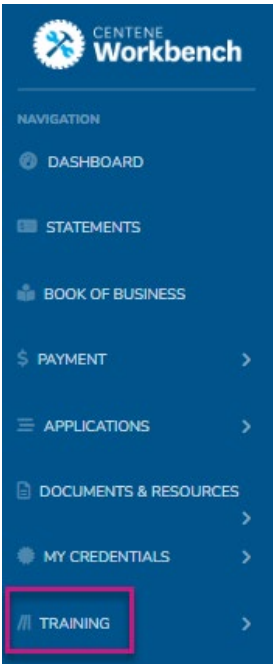
2. Select the **Centene Workbench** icon to proceed.



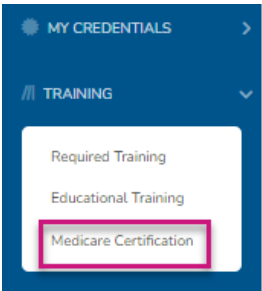
3. Once on CWB’s **Dashboard** page, locate the **Navigation** menu. This is located to the left of the **Dashboard** page.



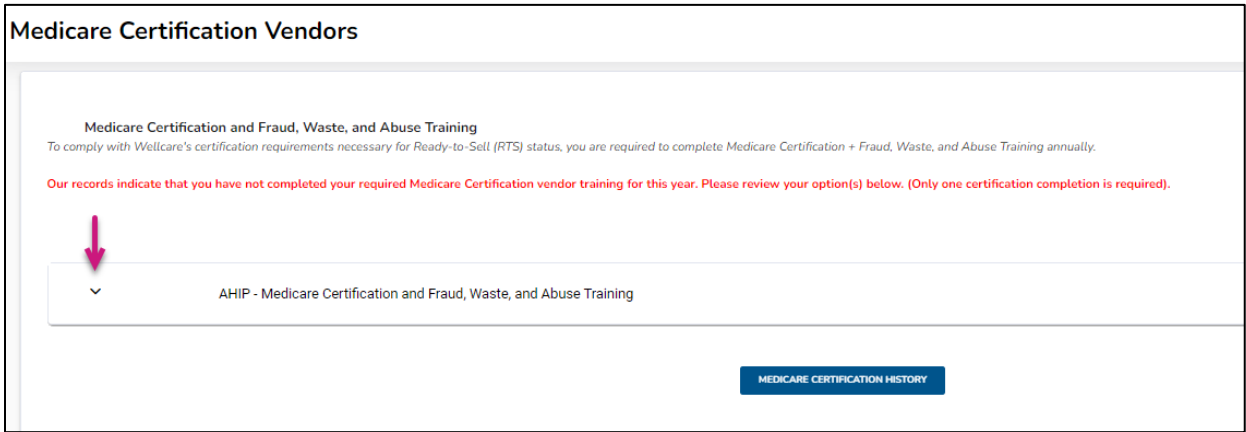
4. From the **Navigation** menu, select **Training** to expand the sub-menu.



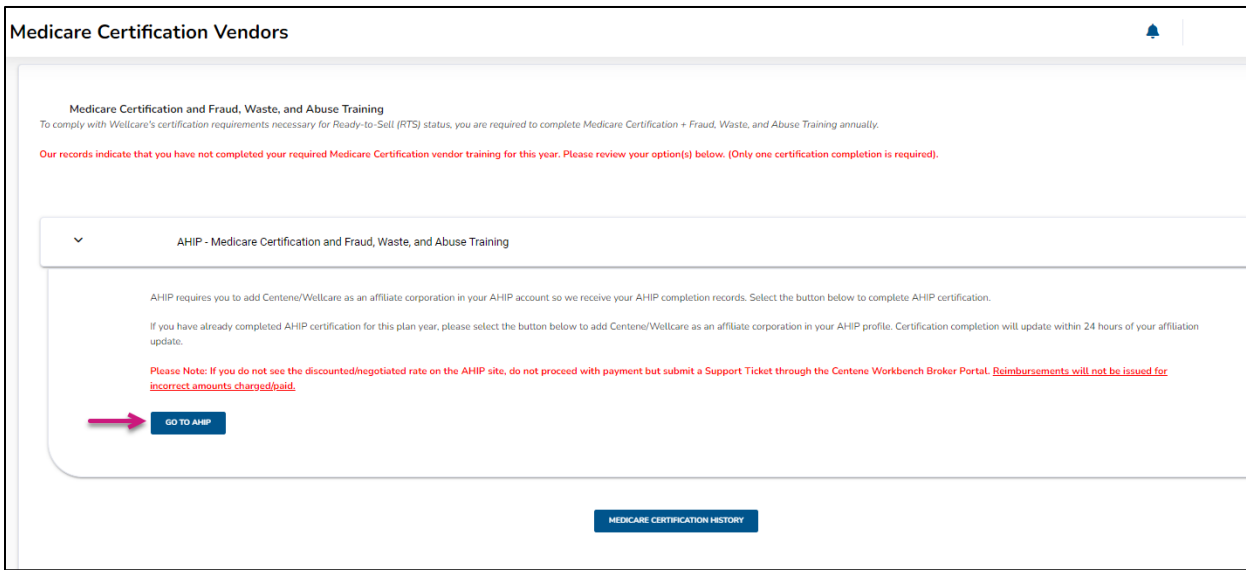
5. Select **Medicare Certification** from the sub-menu to proceed.



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. Select the **GO TO AHIP** button to proceed to the AHIP website.



8. Log onto the AHIP website 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.

English You are not logged in. [Log In](#) [Return to CENTENE](#)

Medicare + Fraud, Waste, and Abuse

[Medicare Course Home](#) [Transcript](#)

CENTENE Corporation

- Need CE credits? They're available in every state, the District of Columbia, and Puerto Rico.
- Maximum efficiency. Single portal makes it easy to send your training scores to multiple health insurance providers.
- The health insurance industry's most widely recognized WPAW training.
- Unsurpassed value. Engaging content that does more than meet CMS requirements. It helps you grow your business.
- Training that reflects AHIP's 50+ year commitment to insurance education.

What You'll Learn

Medicare	Fraud, Waste, and Abuse (FWA)
• The basics of Medicare fee-for-service eligibility and benefits • Different types of Medicare Advantage and Part D prescription drug plans • Eligibility and coverage • Nondiscrimination training • Marketing and enrollment under the Medicare Advantage and Part D program requirements	• How to identify FWA • An overview of the industry efforts in detecting fraud • Legal tools to combat FWA • Understand both the human and financial cost of FWA • Review Medicare Parts C and D Fraud, Waste, and Abuse and General Compliance requirements • Who commits FWA • Reporting FWA, loopholes and obligations

New This Year: Your Course Purchase Might Be Taxed

In some states digital and online educational courses are subject to sales tax. If there tax /ave apply to your state, you'll see the sales taxes added at checkout starting June 1, 2024. If you have any questions or concerns about this change, please don't hesitate to reach out to AHIP's support team at Support@AHIPInsuranceEducation.org

Ready to Get Started?

Contact your plan administrator for training requirements and enrollment discounts if applicable.

User Login

Username (NPN or Email)

Password

[Forgot your username?](#)

[Forgot your password?](#)

[Login](#)

Registration

First time visitor?

[Create a New Account](#)

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

10. When routed to **Shopping Cart** page, select the **Checkout** button located on the right side of the page to proceed to the page to purchase the AHIP training course.

The screenshot shows the AHIP Medicare Training Shopping Cart page. The header includes the AHIP logo, 'Medicare + Fraud, Waste, and Abuse', and the CENTENE Corporation logo. The main content area displays the course details, including the title 'AHIP Medicare Training (Initial)', the price '\$175.00', and a 'Checkout' button. A red arrow points to the 'Checkout' button. The left sidebar contains links to 'Quick Links', 'Contact Us', and 'CE Credits Disclaimer'. The right sidebar shows the 'Shopping Cart' summary with a 'Subtotal' of \$175.00, a 'Grand Total' of \$175.00, and a 'Checkout' button.

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

11. After the Order Processing transaction is complete, select the **Go to my courses** button to be routed to the **Medicare Course Home** page.

The screenshot shows the 'Order Processing Complete' page. The header includes the order number 'Order #000000932'. The main content area displays the order details, including the product name 'AHIP Medicare Training (Initial)', the price '\$175.00', and the quantity 'Ordered: 1'. A red box highlights the 'Go to my courses' button. The left sidebar contains links to 'Quick Links', 'Contact Us', and 'CE Credits Disclaimer'. The right sidebar shows the 'Order Processing Complete' summary with a 'Subtotal' of \$175.00, a 'Grand Total' of \$175.00, and a 'Go to my courses' button.

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

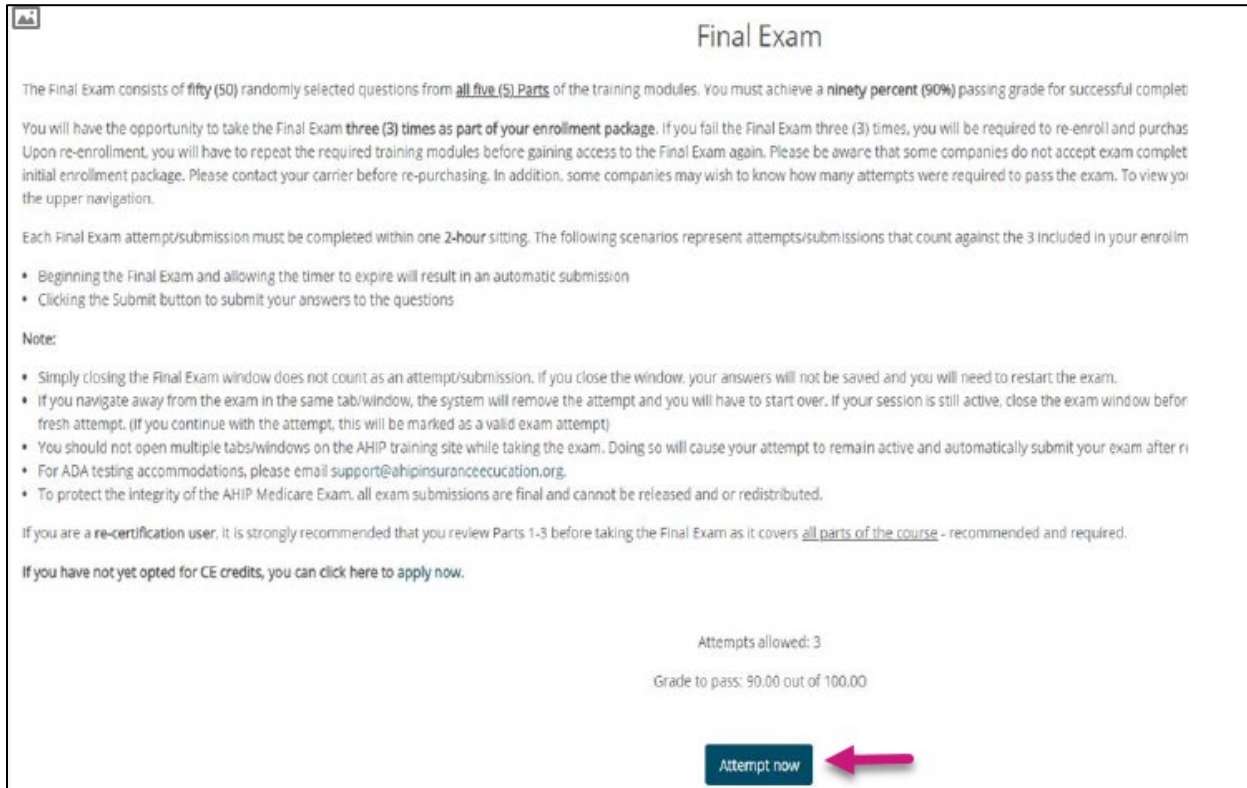
The screenshot shows the Medicare Course Home page. The header includes the AHIP logo, the text "Medicare + Fraud, Waste, and Abuse", and the CENTENE Corporation logo. Navigation links for "Medicare Course Home" and "Transcript" are present. A sidebar on the left contains "Quick Links" (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home), "Contact Us" (For Technical Support, Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org), and a "CE CREDITS DISCLAIMER". The main content area includes an introductory paragraph, "Instructions" (explaining the training format and the need to contact health plans), and the "My Certifications" section. In this section, a checkbox for "AHIP Medicare Training (initial)" is shown next to a circular progress indicator labeled "0%". A pink arrow points to this checkbox. Below the certifications, a disclaimer states: "AHIP's training certificate is verification of course completion only and is not valid for insurance CE credits and no insurance CE credits will be reported. If you wish to obtain CE credit, please send an email to support@ahipinsuranceeducation.org".

13. Once you have green checkmarks next to all required parts, you will be able to take the Final Exam. To access the exam, select the **Final Exam** link.

The screenshot shows the Medicare Training page. At the top, there are tabs for "Medicare Training", "FWA", and "Certificate". Below the tabs is a list of modules, each with a green checkmark icon indicating completion: "Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits", "Module 2 - Medicare Health Plans", "Module 3 - Medicare Part D: Prescription Drug Coverage", "Module 4 - Marketing Medicare Advantage and Part D Plans", and "Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans". At the bottom of the list is a link for the "Final Exam", which is highlighted with a pink arrow. To the right of the module list is a "Course Symbol Key" with four entries: "Available (Not Started)" with a white square, "In Progress" with a yellow circle, "Complete (Passed)" with a green checkmark, and "Complete (Failed)" with a red X.

14. The Final Exam consists of fifty (50) randomly selected questions that cover all five parts of the training. You must achieve a ninety percent (90%) passing grade for successful completion.

15. Once you are ready to begin your final exam, select the **Attempt now** button to begin. Once you have begun the final exam, it cannot be paused for completion at a later time. Each attempt has a two-hour time limit which you must be prepared to sit for in a single continuous period.



The screenshot shows a web page titled "Final Exam". The text explains that the exam consists of fifty (50) randomly selected questions from all five (5) Parts of the training modules, and a ninety percent (90%) passing grade is required. It states that users have three (3) attempts as part of their enrollment package, and failing three times requires re-enrollment. A list of scenarios that count against the three attempts is provided: beginning the exam and allowing the timer to expire, and clicking the Submit button. A "Note" section clarifies that closing the window does not count as an attempt, navigating away from the exam tab removes the attempt, and multiple tabs/windows are not allowed. It also mentions ADA testing accommodations and the finality of exam submissions. Instructions for re-certification users and those seeking CE credits are included. At the bottom, it shows "Attempts allowed: 3" and "Grade to pass: 90.00 out of 100.00". A blue button labeled "Attempt now" is at the bottom right, with a pink arrow pointing to it.

Final Exam

The Final Exam consists of fifty (50) randomly selected questions from all five (5) Parts of the training modules. You must achieve a **ninety percent (90%)** passing grade for successful completion.

You will have the opportunity to take the Final Exam **three (3) times as part of your enrollment package**. If you fail the Final Exam three (3) times, you will be required to re-enroll and purchase another set of 3 attempts before proceeding. Upon re-enrollment, you will have to repeat the required training modules before gaining access to the Final Exam again. Please be aware that some companies do not accept exam completion after the initial enrollment package. Please contact your carrier before re-purchasing. In addition, some companies may wish to know how many attempts were required to pass the exam. To view your attempt history, click on the upper navigation.

Each Final Exam attempt/submission must be completed within one 2-hour sitting. The following scenarios represent attempts/submissions that count against the 3 included in your enrollment package:

- Beginning the Final Exam and allowing the timer to expire will result in an automatic submission
- Clicking the Submit button to submit your answers to the questions

Note:

- Simply closing the Final Exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to restart the exam.
- If you navigate away from the exam in the same tab/window, the system will remove the attempt and you will have to start over. If your session is still active, close the exam window before starting a fresh attempt. (If you continue with the attempt, this will be marked as a valid exam attempt)
- You should not open multiple tabs/windows on the AHIP training site while taking the exam. Doing so will cause your attempt to remain active and automatically submit your exam after 2 hours.
- For ADA testing accommodations, please email support@ahipinsuranceeducation.org.
- To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and/or redistributed.

If you are a **re-certification user**, it is strongly recommended that you review Parts 1-3 before taking the Final Exam as it covers all parts of the course - recommended and required.

If you have not yet opted for CE credits, you can [click here to apply now](#).

Attempts allowed: 3

Grade to pass: 90.00 out of 100.00

Attempt now

Note: If you fail the Final Exam three (3) times, you will be required to re-enroll and purchase another set of 3 attempts before proceeding. Upon re-enrollment, you will have to repeat the required training modules before gaining access to the Final Exam again.

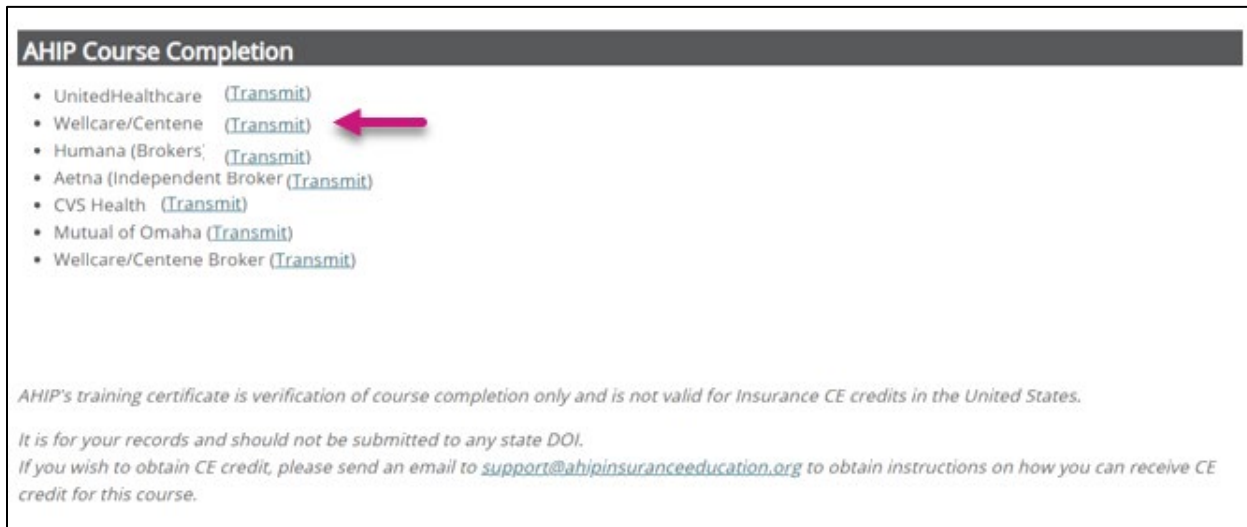
16. Once all required Medicare Certification Training and testing have been successfully completed through AHIP, select the **Continue to Certificate** button to access your certificate of completion for AHIP's Medicare + Fraud, Waste and Abuse Training.



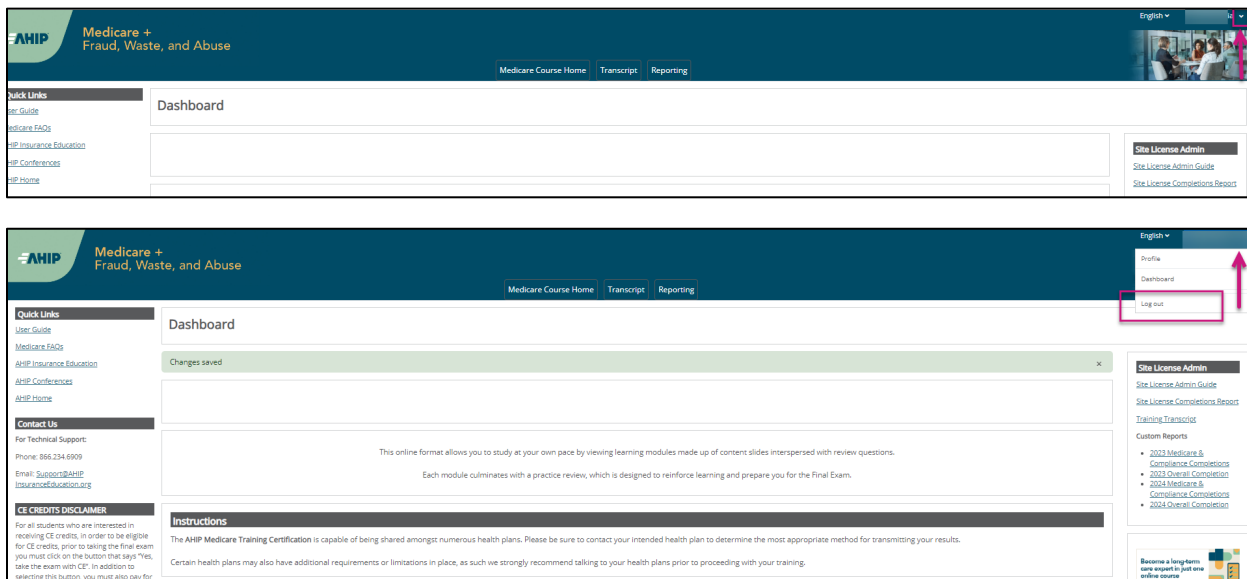
17. Once routed to view your Certificate of Completion, select to **save**, or **print** your certificate.



18. For transmission, go to the **AHIP Course Completion** section within the AHIP website. Select **Transmit** to the right of Wellcare/Centene to transmit your training results.



19. To exit from the AHIP website, 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.



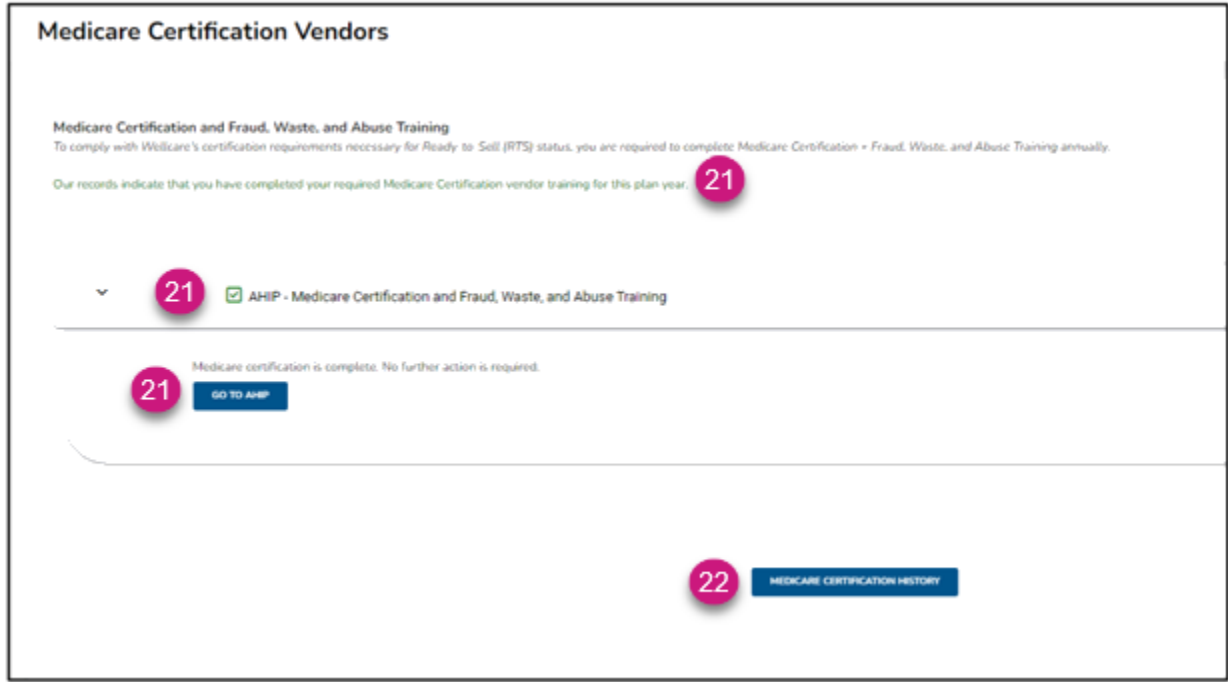
Note: Please allow up to 24 hours for your Medicare training results to be posted to Centene Workbench.

20. 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.

21. 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.**

22. 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.

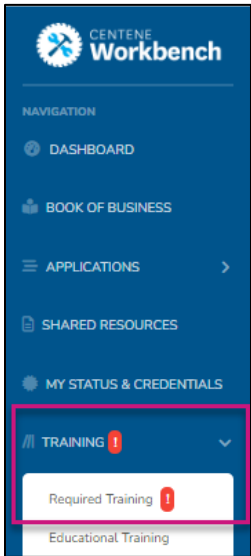


23. Within the **Medicare Certification History** page, the following information will be listed:

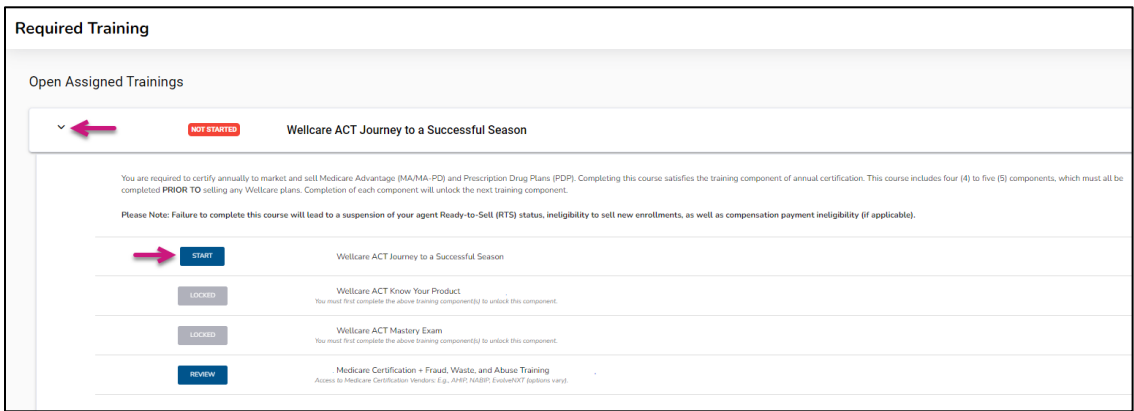
- Provider Name (E.g., AHIP and NABIP)
- Medicare Training Year
- Completion Date of Medicare Certification Training

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

24. To access the Wellcare ACT courses (if available), locate the **Navigation** menu. This is located to the left of the **Dashboard** page.
25. Within the **Navigation** menu, a red alert notification will display next to **Training** if Wellcare ACT has been assigned and needs to be completed.
26. From the **Navigation** menu, select Training to reveal a sub-menu. Select **Required Training** from the sub-menu to proceed.



27. 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 **2027 Wellcare ACT Journey to a Successful Season** course module to begin training.



28. 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

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

Key Reminders

- Do not proceed with payment if the discounted rate is not shown on AHIP’s Shopping Cart page.
- The final exam includes 50 questions, requires a 90% passing score, and each attempt has a two-hour limit.
- If you fail the final exam three times, you must re-enroll and repurchase attempts.
- Allow up to 24 hours for completed training results to appear in Centene Workbench.

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 Wellcare Broker Support.

Centene Workbench Training Center

Create a System Support Ticket in Centene Workbench

– Or –

Wellcare Broker Support

For all health plans:

Phone: 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. Wellcare 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