



## Training and Certification Requirements

Each year, brokers are required to complete America's Health Insurance Plans (AHIP) training and Wellcare Annual Certification Training (ACT). Here are some highlights of this year's Wellcare ACT:

- **One Combined 2024 Wellcare Annual Certification Training (ACT):** 2024 Wellcare ACT is combined and satisfies the certification requirement for **all Medicare Advantage (MA/MAPD) and PDP plans for Wellcare.**
- **Unlimited Attempts:** You can take the Wellcare ACT Mastery Exam as many times as you would like. Remember, there is a 24-hour lockout between attempts to allow you time to study and revisit any of the training material.
- **Open-book Wellcare ACT Mastery Exam:** The entire training course is available for download in PDF format located in the course Resources section. The document can be searched by using the ctrl-f search function.
- **Updated Product Information:** A link is provided in the course to our product site ([wellcarefirstlook.com](https://wellcarefirstlook.com)). It is always up-to-date and can be referenced anytime.
- **One Transcript:** AHIP and ACT transcripts can be accessed from one location, the Centene Learning Center.

---

## Centene Learning Center

### Accessing the Centene Learning Center

AHIP and Wellcare ACT can be accessed in the Centene Learning Center. Completing 2024 Wellcare ACT satisfies the certification requirements to market and sell both 2023 and 2024 Wellcare plans. Take the following steps to access 2024 AHIP & Wellcare ACT in the Centene Learning Center:

**Step 1:** Access the [Centene Learning Center](#).

- **Returning Users:** Enter your Username and Password and select **Login**.
- **First Time Visitors:** Select the **Create a New Account** link under the **First Time Visitor?** section and complete registration.

**Step 2:** Complete the following:

1. 2024 AHIP Medicare Training
2. 2024 Wellcare ACT Journey to a Successful Season
3. 2024 Wellcare ACT Know Your Product
4. 2024 Wellcare ACT Mastery Exam

**Note:** Each course must be completed in order. For example, 2024 Wellcare Journey to a Successful Season will unlock after AHIP is completed.

**Training Resource:**

- [Centene Learning Center User Guide](#)

**Note:** Once certification training requirements are completed, please allow 48 hours for our systems to update.

---

## America's Health Insurance Plans (AHIP)

### AHIP Requirements:

Consider the following when working toward the completion of the AHIP requirement:

- Completing 2024 AHIP satisfies the first requirement to market and sell both 2023 and 2024 Wellcare plans.
- Centene does not accept other Medicare fraud, waste, and abuse training in place of AHIP.
- Completed scores are electronically loaded into the Centene Learning Center through an AHIP integration. Wellcare does not accept PDF certificates of completion.

### AHIP Discount:

As our valued partner, you are eligible for a \$50 discount on the annual AHIP certification training pricing, when accessing AHIP training through our training site:

- Access AHIP through the [Centene Learning Center](#).
- 

## Wellcare Annual Certification Training (ACT)

### Wellcare ACT Requirements:

- A score of 85% or higher is required to pass the Wellcare ACT Mastery Exam.
- Training must be completed by September 30th to avoid suspension on October 1st.

**Please Note:** Failure to complete all certification requirements will result in the inability to market or sell Wellcare plans, receive commission for any prior business (including renewals), or order sales materials.

### Tips for Completing the Wellcare ACT Mastery Exam:

Prior to taking the Wellcare ACT Mastery exam, keep the following tips in mind:

- Recommend browsers include: Google Chrome, Firefox, Safari, or Microsoft Edge.
  - Ensure the browser zoom setting is set to 100%.
  - The exam is open book - please take your time.
  - A downloadable version of Wellcare ACT is available within the **Resources** section of the training. The PDF can be searched to locate information.
  - For every failed attempt at the exam, a 24-hour lockout period will take place before a retake is allowed, but the number of attempts is unlimited.
-



---

### **Centene ranks #22 on the Fortune 500 List**

Our company provides programs and services to government healthcare programs. We are the country's largest Medicaid managed care organization. See our current standing:

<https://fortune.com/company/centene/fortune500/>

