Training Site Access Instructions

Presentation for

All Users

Welcome!

CENTENE Corporation

Centene Annual Certification Training (ACT) Instructions:

*Centene encourages all Sales Agents to certify prior to **10/01** so you can begin discussing benefits with your clients!*

Important Reminders:

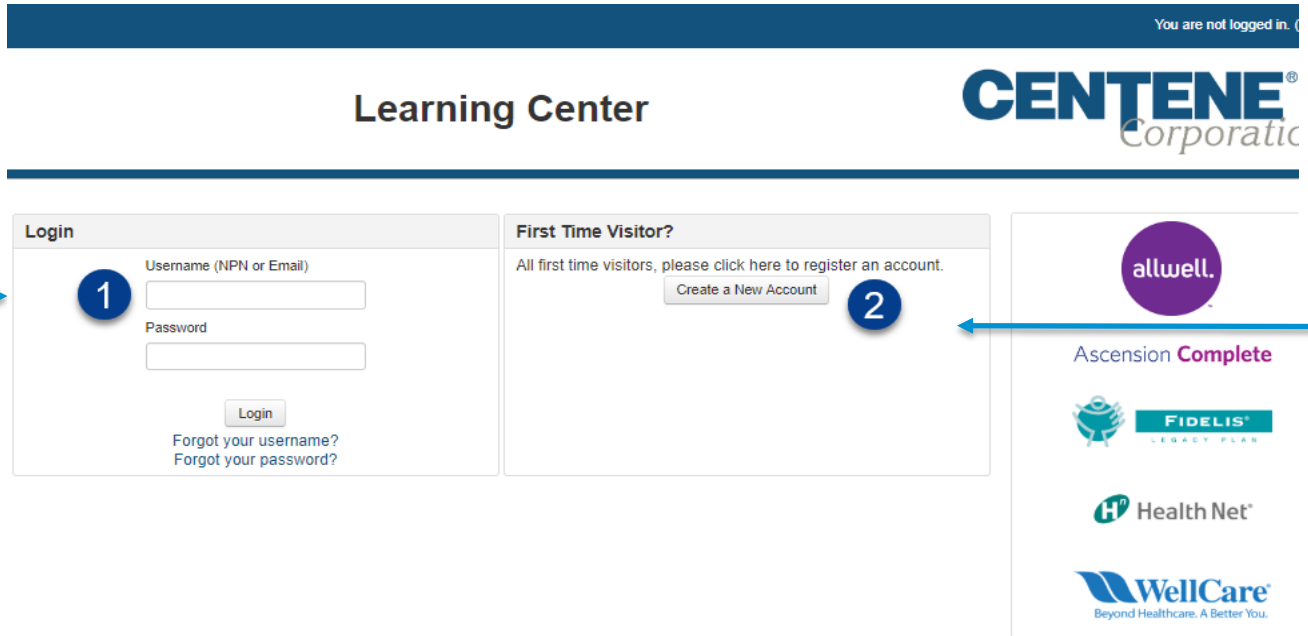
- *Sales Agents are required to certify/recertify annually to sell Medicare Advantage plans, and be eligible to receive commissions.*
- *Annual certification requirements must be met prior to marketing and/or selling Centene Medicare Advantage plans.*

Get Medicare Certified!

To complete the Centene Annual Certification Training (ACT), Follow the Simple Process Below:

- Go to our Training Site at https://centene.cmpsystem.com to access the Centene Annual Certification Training (ACT).
- Once you are on the Training Site's main login Page:

1. **Returning Users:** Enter your Username and Password and click "Login".
2. **First Time Visitors:** Navigate and click on to the "Create a New Account" link on the webpage under the "First Time Visitor?" section.



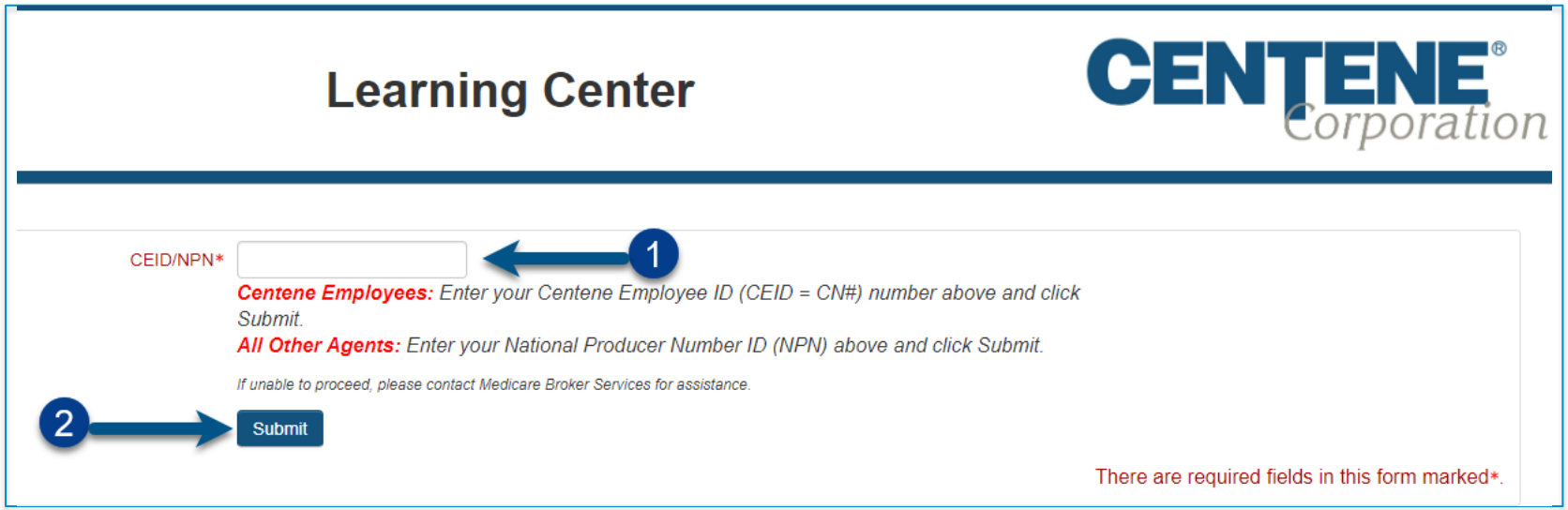
Returning Users Only:

If you are a returning user, follow the Simple Process Below to begin training:

1. **Centene Employees**: Enter your Centene Employee ID (CEID = CN#) number.

   All Other Agents: Enter your National Producer Number ID (NPN).

2. Click "**Submit**" to continue.

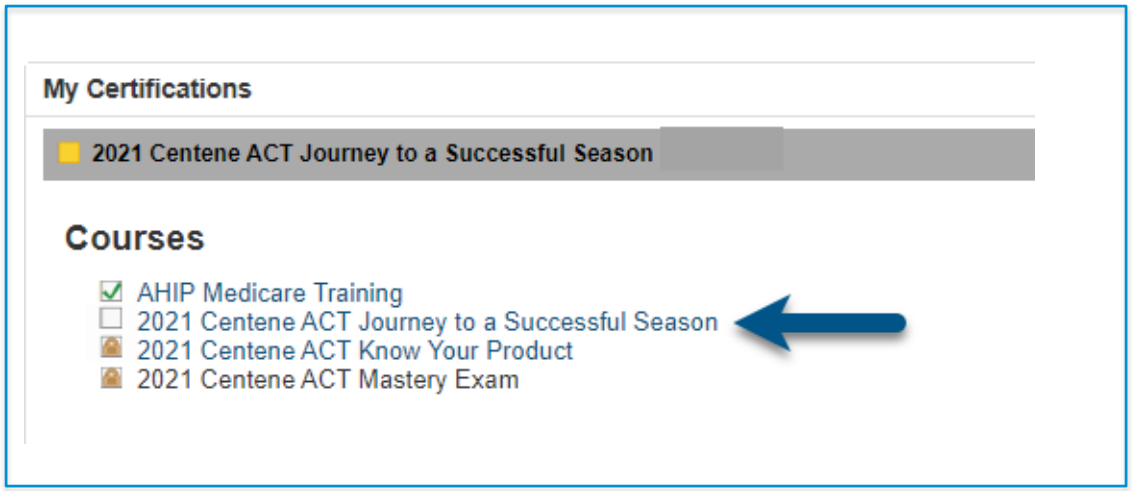


Returning Users Only:

- Once you have successfully completed your required "**AHIP Medicare Training (2021)"** the 2021 Centene ACT training will be unlocked when training becomes available.

- In the *My Certifications* section, you will find your assigned training. Click on "**2021 Centene ACT Journey to a Successful Season"** to begin.

- After you have completed the assigned course modules, the Mastery Exam will be unlocked.



First Time Visitors

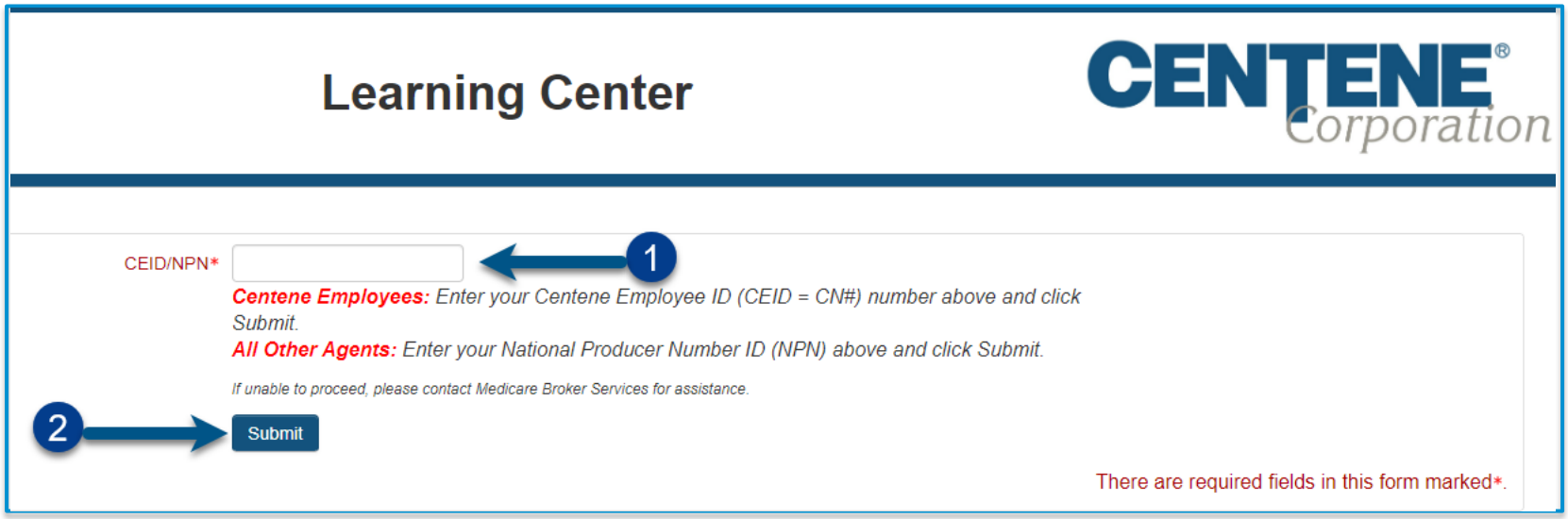
Follow the Simple Process Below:

Follow the screen instructions to complete the Training Site registration step for first time visitors:

1. **Centene Employees**: Enter your Centene Employee ID (CEID = CN#) number.

   All Other Agents: Enter your National Producer Number ID (NPN).

2. Click "**Submit**" to continue.



Registration Step 1 of 3

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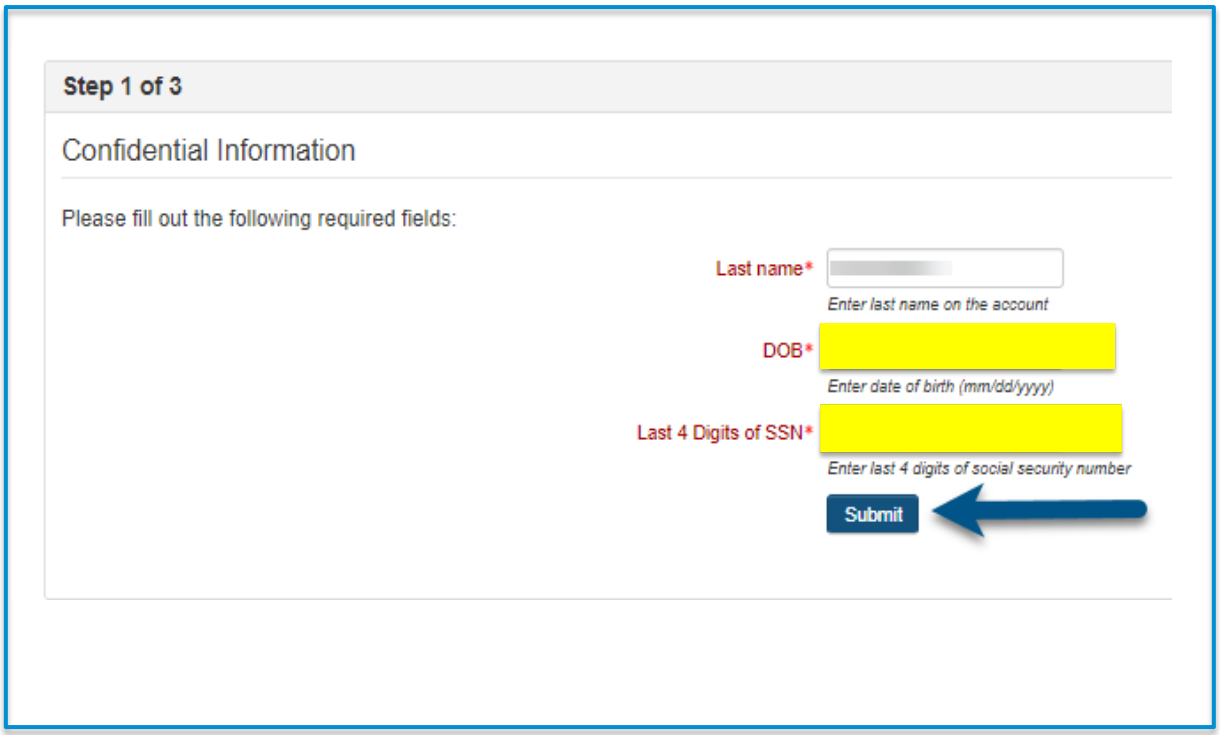
As a First Time User, you must Register to begin:

- Begin Step 1 of 3 of the registration process by verifying the information populated in the Last name field is accurate.
- Continue by filling in the highlighted fields and click "**Submit**" to proceed.



Note: *All fields are required.*

Registration Step 2 of 3

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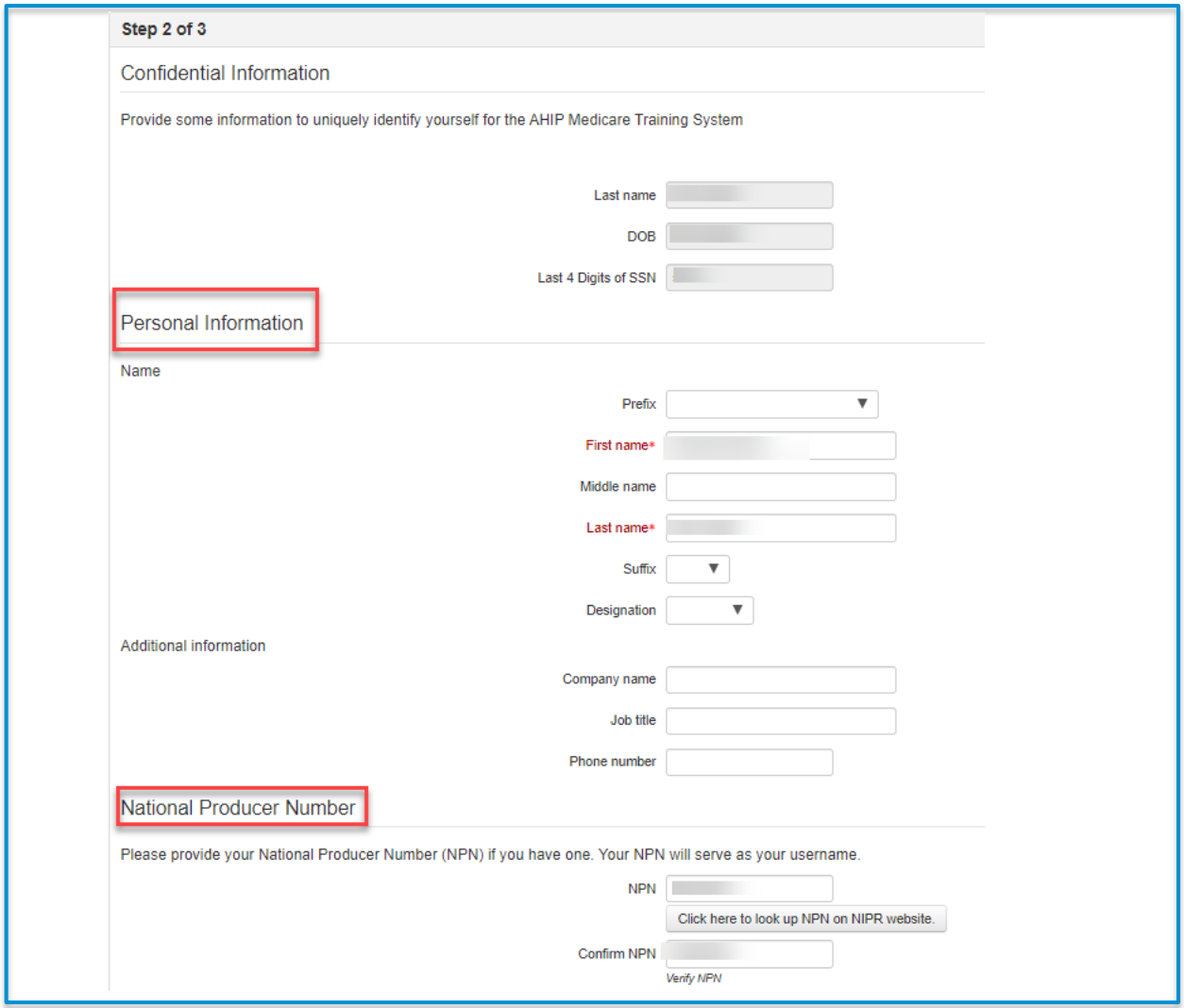
Continue the registration process:

- To continue with Step 2 of 3, verify the information that has been populated in the following fields:
  - Personal Information
    - Name
  - National Producer Number (NPN)

- If the information in these fields appear inaccurate, update accordingly.

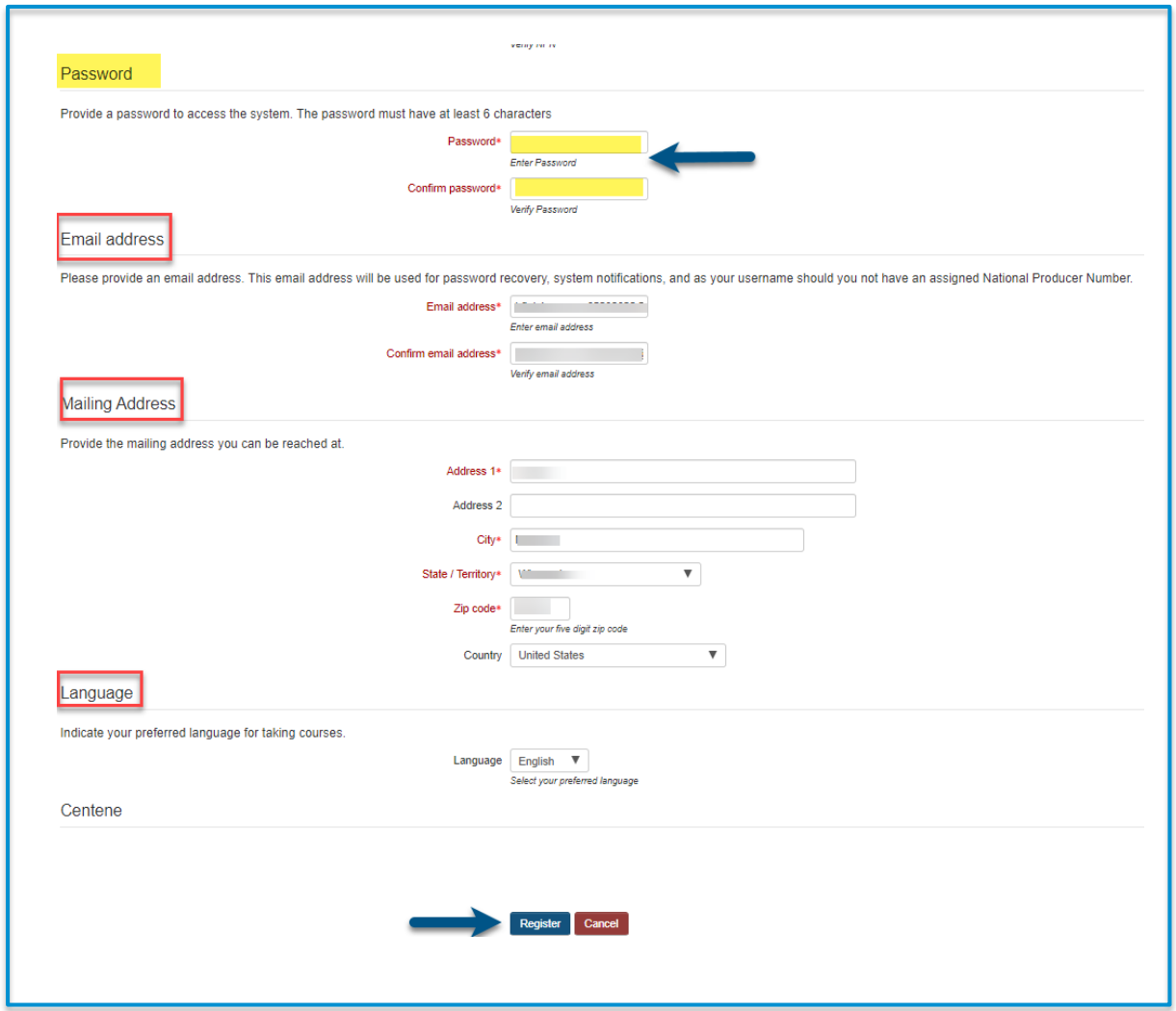


Note: *All fields marked with an * are required.*

Registration Step 2 of 3 (*cont.*)

Continue the registration process:

- Provide a password in the highlighted field to access the training site. The password must have at least 6 characters.
- Continue verifying the information that has been populated in the following fields:
  - Email Address
  - Mailing Address
  - Language
- If the information in the any of these fields appear inaccurate, update accordingly.
- Click **"Register"**

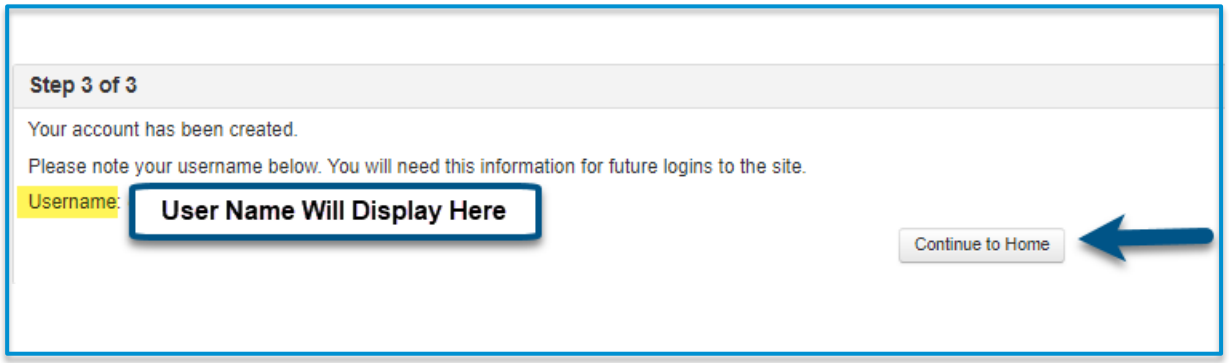


Note: *All fields marked with a * are required.*

Registration Step 3 of 3

Complete the registration process:

- Your **User Name** will be displayed. This will be your National Producer Number (NPN), used to access the site.
- Click **"Continue to Home"** which will route you to the home page of the Learning Center.



Helpful Hint!
Remember to store your user name and password in a secure location.

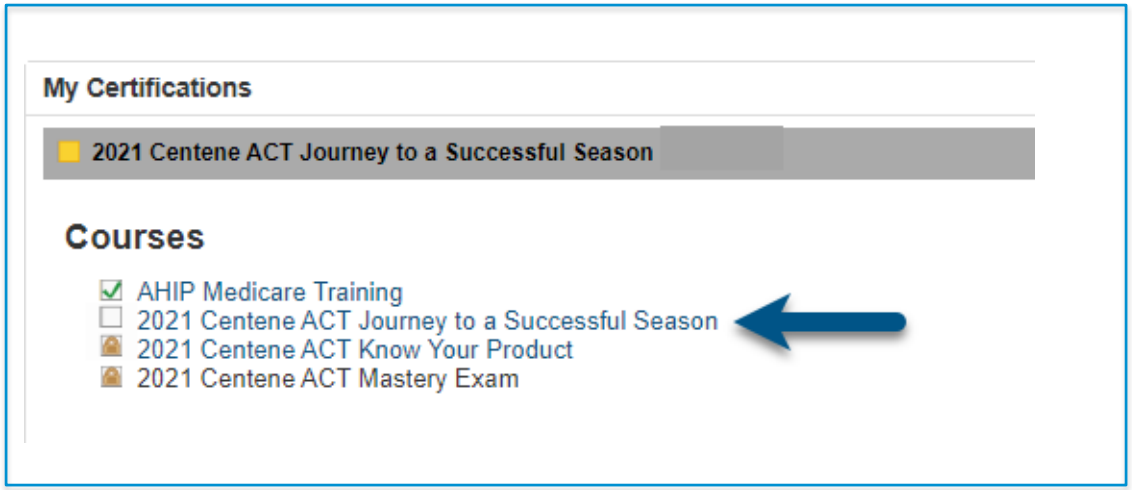
Centene ACT Training Assignment

Follow the Simple Process Below to begin training:

- Once you have successfully completed your required "**AHIP Medicare Training (2021)"** the 2021 Centene ACT training will be unlocked when training becomes available.

- In the *My Certifications* section, you will find your assigned training. Click on "**2021 Centene ACT Journey to a Successful Season"** to begin.

- After you have completed the assigned course modules, the Mastery Exam will be unlocked.



We’re Here to Help!

CENTENE Corporation

If you have any questions, concerns or need assistance with any of the instructions provided, please feel free to contact Medicare Broker Services!

Allwell Plans
1-844-202-6811
Hours: M – F, 9:00 a.m. – 5:00 p.m.
(Excluding holidays)

Ascension Complete Plans
1- 844-202-6811
Hours: M – F, 9:00 a.m. – 5:00 p.m.
(Excluding holidays)

Fidelis Care Plans
1-877-259-8428
Hours: M – F, 7:30 a.m. – 4:30 p.m.
(Excluding holidays)

Health Net Plans
1-800-708-7646
Hours: M – F, 8:00 a.m. – 5:00 p.m.
(Excluding holidays)

WellCare Plans
1-866-822-1339
Hours: M – F, 8:00 a.m. - 8:00 p.m. ET
(Excluding holidays)