

Training Site Access Instructions

*Presentation for
All Users*

Welcome!

2019 Centene Medicare Advantage Certification Training Instructions:

*Centene encourages all producers to certify prior to **10/01/18** so you can begin discussing 2019 benefits with your clients!*

Important Reminders:

- *Producers are required to certify/recertify annually to sell 2019 MA/MAPD plans, and be eligible to receive commissions.*
- *Annual certification requirements must be met prior to marketing and/or selling Centene MA/MAPD plans for a 2019 effective date.*
- *As a Centene Producer you can receive a **price reduction** off the AHIP Medicare & Fraud Waste & Abuse Training*

Get 2019 Medicare Certified!

To complete the 2019 Centene Medicare Advantage Certification Training, Follow the Simple Process Below:

- Go to our Training Site at <https://allwell.cmsystem.com> to access the 2019 Centene Medicare Advantage Certification training course.
- 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.

The screenshot shows the 'Learning Center' login page. At the top left is the 'Health Net' logo, and at the top right is the 'allwell.' logo. The page is divided into two main sections: 'Login' and 'First Time Visitor?'. The 'Login' section contains a 'Username (NPN or Email)' field, a 'Password' field, and a 'Login' button. Below these fields are links for 'Forgot your username?' and 'Forgot your password?'. The 'First Time Visitor?' section contains the text 'All first time visitors, please click here to register an account.' and a 'Create a New Account' button. Blue callout boxes with numbers 1 and 2 are overlaid on the page. Callout 1 points to the 'Username (NPN or Email)' field. Callout 2 points to the 'Create a New Account' button. Blue arrows also point from the text instructions to these specific elements on the page.

Returning Users Only:

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

- 1. Employees/Vendor:** Enter your Centene Employee ID (ex: CN123456) number or National Producer Number (NPN) and click “Submit”.
- 2. All other producers:** Click on “Proceed without”.
3. Select your “**Selling Entity**” on the left.
4. Select your “**Selling Entity**” on the right to be placed in the selected learning course.
- 5. Click “Place me in selected learning”** to proceed.

CEID/NPN ← 1

Centene Employees: Enter your Centene Employee ID (CEID) number above.
PINN/Ttec: Enter your National Producer Number ID (NPN) above.

All other agents, please click Proceed without:

Submit Proceed without ← 2

Available learning

Selling Entity

- Allwell ← 3
- AZ
- CA
- OR/WA - Clark County
- Exchange Agent

Available learning

Select all Unselect all

Selling Entity

- Allwell ← 4
- AZ
- CA
- OR/WA - Clark County
- Exchange Agent

5 → Place me in the selected learning

Returning Users Only:

- Once you have placed yourself in the learning course, you will be routed to the “Learning Center Home” page. You will see Courses available in the “**My Certifications**” section.
- Once you have successfully completed your required “**AHIP Medicare Training (2019)**” the 2019 Centene Medicare Advantage Certification training will be unlocked when training becomes available for your region.
- Click on the course “**2019 Centene Medicare Advantage Certification Training**”.
- Continue with the virtual online training.

My Certifications

- ▣ 2019 Centene Medicare Advantage Certification Training - Allwell

Learning groups

Allwell

Courses

- ▣ AHIP Medicare Training (2019)
- ▣ 2019 Centene Medicare Advantage Certification Training -
- 🏆 2019 Centene Medicare Advantage Certification Training Knowledge Check

First Time Visitors

Follow the Simple Process Below:

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

- 1. Employees/Vendor:** Enter your Centene Employee ID (ex: CN123456) number or National Producer Number (NPN) and click “Submit”.
- 2. All other producers:** Click on “Proceed without”

The screenshot shows a registration form with a purple header bar. Below the header, there is a text label "CEID/NPN" followed by an empty input field. A blue arrow points from a circled "1" to the input field. Below the input field, there are two lines of text: "Centene Employees: Enter your Centene Employee ID (CEID) number above." and "PINN/Ttec: Enter your National Producer Number ID (NPN) above." Below this text, there are two buttons: "Submit" and "Proceed without". A blue arrow points from a circled "2" to the "Proceed without" button.

Registration Step 1 of 4

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

- Begin Step 1 of 3 of registration by **filling in** the fields as follows:
 - Last Name
 - Date of Birth (DOB)
 - Last 4 Digits of Social Security Number (SSN)
- Click “Submit”

Confidential Information

Please fill out the following required fields:

Last name*
Enter last name on the account

DOB*
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN*
Enter last 4 digits of social security number

←

Note: All fields are required.

Registration Step 2 of 4

Continue the registration process:

- **Continue filling in the information requested in all the following fields:**
 - Personal Information
 - Name
 - Additional Information

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name

DOB

Last 4 Digits of SSN

Personal Information

Name

Prefix

First name*

Middle name

Last name*

Suffix

Designation

Additional information

Company name

Job title

Phone number

Note: All fields marked with a * are required.

Registration Step 2 of 4 *Continued*

Continue the registration process:

- **Complete filling in the information requested in all the following fields:**
 - National Producer Number (NPN)
 - Password
 - Email address
 - Mailing address
 - Language

- **Click “Register”**

The screenshot shows a registration form with the following sections and fields:

- National Producer Number:** Includes a text input for NPN (marked with a red asterisk), a link to look up NPN on the NPR website, and a confirm NPN field (marked with a red asterisk).
- Password:** Includes a text input for Password (marked with a red asterisk), a confirm password field (marked with a red asterisk), and a verify password field.
- Email address:** Includes a text input for Email address (marked with a red asterisk) and a confirm email address field (marked with a red asterisk).
- Mailing Address:** Includes text inputs for Address 1 (marked with a red asterisk), Address 2, City (marked with a red asterisk), State / Territory (dropdown menu), Zip code (marked with a red asterisk), and Country (dropdown menu).
- Language:** Includes a dropdown menu for Language (set to English) and a label "Select your preferred language".

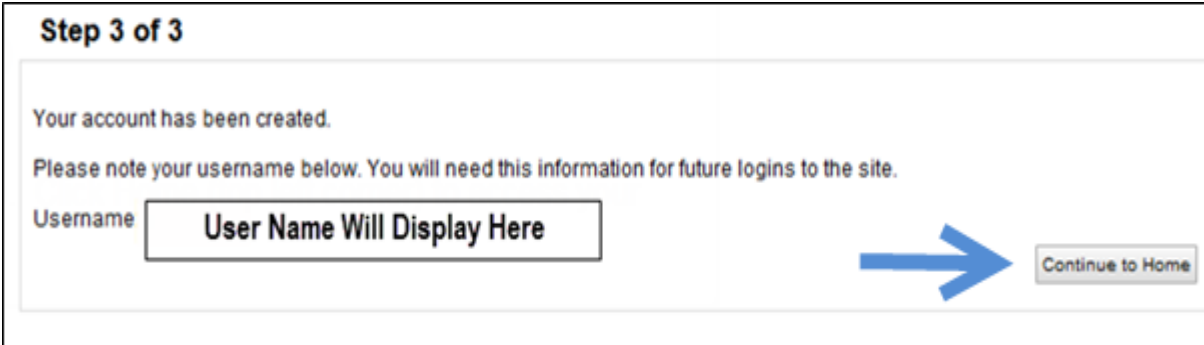
At the bottom right, there are two buttons: "Register" (highlighted with a blue arrow) and "Cancel".

Note: All fields marked with a * are required.

Registration Step 3 of 4

Complete the registration process:

- Step 3 will display your User Name, also known as your National Producer Number (NPN) to access the site.
- **Notate** your username as you will need this for all future logins to the site.
- **Click “Continue to Home”** Once you have completed the registration process, clicking on “Continue to Home” will allow you to select your learning course.




Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username



Don't Forget :

Shared
Site
Username
&
Password

Registration Step 4 of 4

2019 Certification Training Assignment:

- First select your **“Selling Entity”** on the left.
- Then click **“Select all”** in the **“Selling Entity”** section on the right to be placed in available learning course.
- Click **“Place me in selected learning”** to proceed.


The screenshot shows a web interface titled "Available learning". On the left, under the heading "Selling Entity", there is a list of checkboxes: Allwell, AZ, CA, OR/WA - Clark County (checked), and Exchange Agent. A blue arrow points to the "OR/WA - Clark County" checkbox. On the right, there are two buttons: "Select all" and "Unselect all". Below these buttons is a purple bar with the text "Selling Entity". Underneath this bar, there is a list of checkboxes: OR/WA - Clark County (checked) and OR/WA - Clark County (checked). A blue arrow points to the second "OR/WA - Clark County" checkbox.

The screenshot shows a web interface titled "Learning Center" with the "Health Net" logo on the left and the "allwell" logo on the right. Below the header, there are links for "Home" and "Transcript". The main content area is titled "Available learning" and contains the same "Selling Entity" list as the previous screenshot. Below the list, there are two buttons: "Select all" and "Unselect all". A purple bar with the text "Selling Entity" is visible. Below this bar, there is a list of checkboxes: OR/WA - Clark County (unchecked) and OR/WA - Clark County (unchecked). A blue arrow points to a button labeled "Place me in the selected learning" located at the bottom right of the interface.

Registration Step 4 of 4 *Continued*

Continue process for 2019 Certification Training Assignment:

- Once you have placed yourself in the learning course, you will be routed to the “Learning Center Home” page. You will see Courses available in the “**My Certifications**” section.
- Once you have successfully completed your required “**AHIP Medicare Training (2019)**” your available training will be unlocked in order to proceed.
- Click on your assigned training course to continue with the virtual online training.



My Certifications

- ▣ 2018 Health Net Medicare Broker Oregon & Clark County, Washington Product Certification
- ▣ 2019 Centene Medicare Advantage Certification Training - Oregon/Washington (Clark County) [COMING SOON]

PLEASE NOTE:

2018 Product Training will continue to be available until 2019 Product training is released for select regions.

We're Here to Help!

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



**CA/OR/WA:
1-800-708-7646**

**AZ/All Other States:
1-844-202-6811**

*Monday – Friday
9:00 a.m. - 5:00 p.m.
(Excluding holidays)*