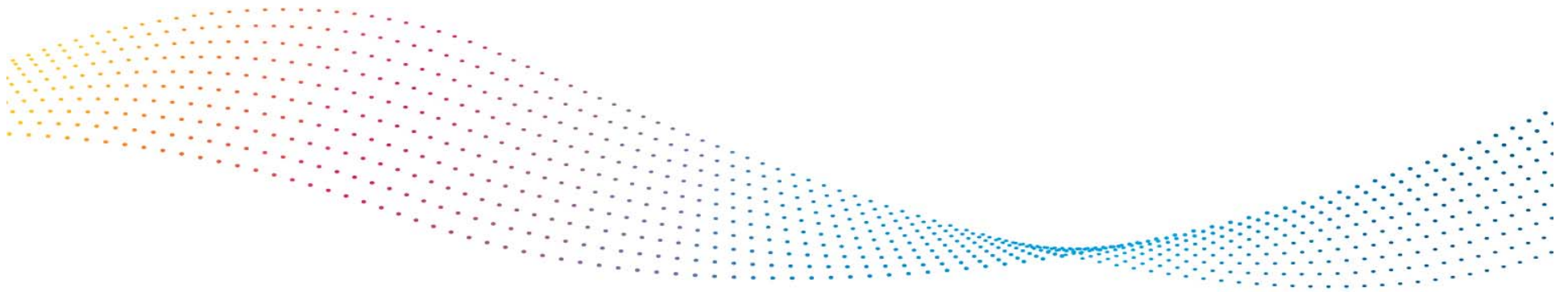


Training Site Access Instructions



*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.*

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.cmpsystem.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.



Learning Center



Login	First Time Visitor?
<p>1 → Username (NPN or Email) <input type="text"/></p> <p>Password <input type="password"/></p> <p>Login</p> <p>Forgot your username? Forgot your password?</p>	<p>All first time visitors, please click here to register an account.</p> <p>Create a New Account ← 2</p>

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:

← **2**

Available learning

Selling Entity

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

← **3**

Available learning

Selling Entity

Allwell
 AZ
 CA
 OR/WA - Clark County
 Exchange Agent

Select all Unselect all

Selling Entity

Allwell ← **4**

5 →

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

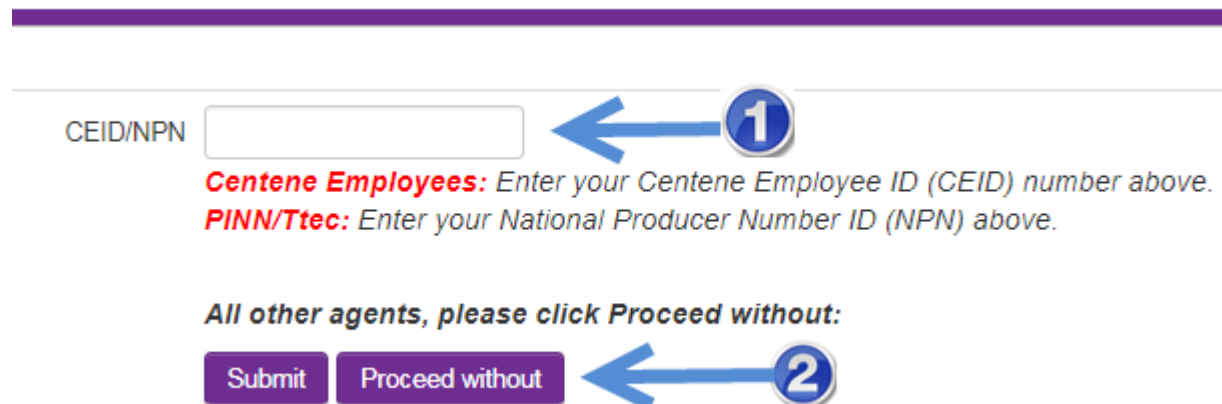
- AHIP Medicare Training (2019)
- 2019 Centene Medicare Advantage Certification Training -
- 2019 Centene Medicare Advantage Certification Training Knowledge Check

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 red 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 is a bold instruction: "All other agents, please click Proceed without:". Underneath this instruction 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, a link to look up NPN, and a confirm NPN field.
- Password:** Includes a text input for Password and a confirm password field.
- Email address:** Includes a text input for Email address and a confirm email address field.
- Mailing Address:** Includes text inputs for Address 1, Address 2, City, Zip code, and a dropdown for State / Territory and Country.
- Language:** Includes a dropdown menu for Language.

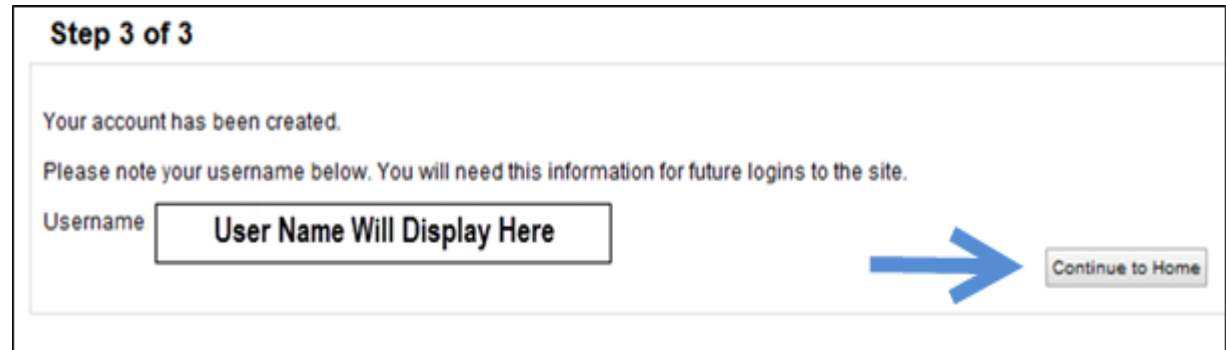
At the bottom right, there are two buttons: **Register** and **Cancel**. A blue arrow points to the Register button.

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

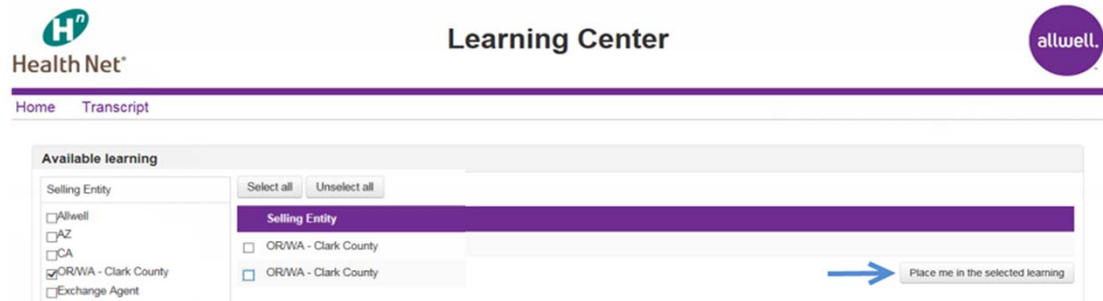
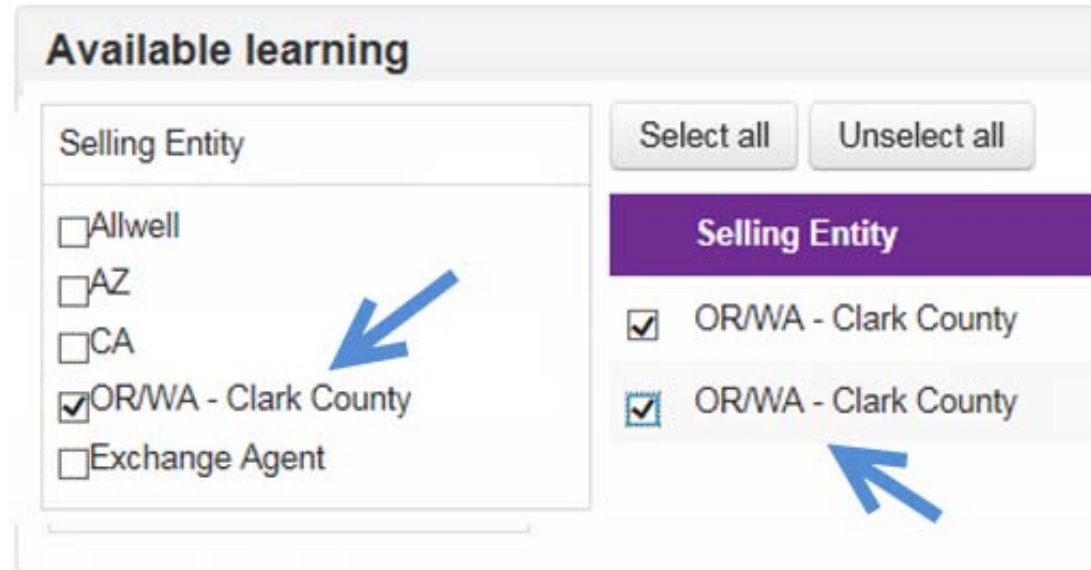


Don't Forget:
Shared
Site
Username
&
Password

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.



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)*