

✓ HOW TO CERTIFY

ALLWELL

Directions

EXAMPLE OF ALLWELL CERTIFICATION

1

Learning Center

Medicare Broker Services

Allwell Plans (National)
Call: 1-844-202-6811
Email: medicarebrokerservices@centene.com
Hours: M - F, 9:00 a.m. - 5:00 p.m. (excluding holidays)

Ascension Complete Plans (FL,IL,KS)
Call: 1-844-202-6811
Email: medicarebrokerservices@centene.com
Hours: M - F, 9:00 a.m. - 5:00 p.m. (excluding holidays)

Fidelis Care Plans (NY)
Call: 1-877-258-8428
Email: brokerservices@fideliscare.org
Hours: M - F, 7:30 a.m. - 4:30 p.m. (excluding holidays)

Health Net Plans (CA,OR,WA)
Call: 1-800-708-7046
Email: ny_medicareprograms@healthnet.com
Hours: M - F, 9:00 a.m. - 5:00 p.m. (excluding holidays)

Log in

Username (AHIP or Email)

Password

First Time Visitor?

All first time visitors, please click here to register an account.

Create a New Account

allwell

Ascension Complete

FIDELIS CARE

Health Net

Marketing Allwell, Ascension Complete, Fidelis Care, or Health Net Medicare Advantage Plans:

Medicare Advantage (MA) Plans, including those that provide prescription drug coverage (MA-PD), are available for eligible individuals who want more coverage than what Original Medicare provides. Producers who would like to market our Allwell, Ascension Complete, Fidelis Care, or Health Net Medicare Advantage plans are required annually to complete the on-line certification/recertification course **Marketing Medicare Advantage and Part D Prescription Drug Plans: Understanding Medicare Basics, Plan Types, Marketing and Enrollment Requirements**. This on-line course provides the information needed to:

- Help beneficiaries understand the basics of Medicare fee-for-service eligibility and benefits.
- Help Medicare beneficiaries learn about the different types of Medicare Advantage and prescription drug coverage, eligibility requirements, and how to get covered services.
- Understand marketing and enrollment requirements under the Medicare Advantage programs.

Understanding how to market and sell Medicare Advantage plans is critical. The AHIP on-line training course is designed to provide you with core Medicare training that can meet the certification needs of multiple health plans. It also complements the required plan specific product training you must complete annually before selling our Allwell, Ascension Complete, Fidelis Care, or Health Net Medicare Advantage plans. For more information about additional product training opportunities that may be available in your area, contact our Medicare Broker Services department.

STEP 1:

- Log into the Allwell Learning Center at: <https://allwell.cmpsystm.com/>
- If you are not registered, click **Create a New Account** and follow the steps to register for Allwell's Learning Center.

2

My Certifications

2020 Centene Medicare Advantage Certification Training - National

Learning groups

National

Courses

- ✓ AHIP Medicare Training
- ✓ 2020 Centene MA Certification Training - National
- ✓ 2020 Centene MA Training Certification Attestation - National
- ✓ 2020 Centene MA Certification Training Knowledge Check

Certification

- 2020 Centene MA Training Certification - National

STEP 2:

- On the home page, scroll down to the **My Certifications** section.
- Select **AHIP Medicare Training**.

3

Medicare Fraud, Waste and Abuse

2020 AHIP Medicare Training

Recertification

Review of Medicare, Medicare Basics, Medicare, Medicare and Medicare

Medicare Fraud, Waste and Abuse

Medicare Part D Prescription Drug Coverage

Marketing Medicare Advantage and Part D Plans

Medicare Advantage, Medicare, Medicare and Part D Plans

Transmit

Print

STEP 3:

- You will be redirected to the AHIP website through Allwell's site license. You will be prompted to transmit your certification to Allwell.
- Click **Transmit**.

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4 Learning Center **CENTENE Corp**

Home Transcript

2020 Centene MA Certification Training - National

Please remember to access and print off your 2020 certificate(s) after successfully completing each/all of your trainings.

You can click on the active Certification links, found just below each course, to print or save a copy for your records. Certificates may also be accessed from your profile transcript by selecting the green certificate icon listed next to each training.

2020 National Broker Training

2020 National Broker Training

2020 Centene Medicare Advantage Certification Training - National

2020 Centene Medicare Advantage Certification Training - National

You are currently on attempt 1 of unlimited attempts.

Continue Current attempt Start new attempt

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Fidelis Care Plans (NY)
Call: 1-877-259-8428
Email: brokerservices@fideliscare.org
Hours: M - F, 7:30 a.m. - 4:30 p.m. (excluding holidays)

STEP 4:

- Return to the Allwell portal and scroll down to the **My Certifications** section.
- Select **2020 Centene MA Certification Training - National**.
- Click **Start new attempt** to begin the course.

5 Transcript

2020 Centene MA Certification Training - National

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Call: 1-877-259-8428
Email: brokerservices@fideliscare.org
Hours: M - F, 7:30 a.m. - 4:30 p.m. (excluding holidays)

Health Net Plans (CA/OR/WA)
Call: 1-800-708-7549
Email: hni_medicareprograms@healthnet.com
Hours: M - F, 8:00 a.m. - 5:00 p.m. (excluding holidays)

STEP 5:

- In the training course, use the **Next** and **Prev** buttons to go forward or backward. You can also navigate from the menu on the left-hand side.
- Certain slides will require you to watch a video or interact with the slide before proceeding. Listen to the instructions for prompting.

6 Transcript

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Health Net Plans (CA/OR/WA)
Call: 1-800-708-7549
Email: hni_medicareprograms@healthnet.com

STEP 6:

- Throughout the course, there are occasional **Knowledge Checks**, where you will be asked to answer some questions on the preceding information.

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Call: 1-877-259-8428
Email: brokerservices@fidiscare.org
Hours: M - F, 7:30 a.m. - 4:30 p.m. (excluding holidays)

Health Net Plans (CA/OR/WA)
Call: 1-800-708-7646
Email: hnw_medicareprograms@healthnet.com
Hours: M - F, 9:00 a.m. - 5:00 p.m. (excluding holidays)

STEP 7:

- At the end of the course, click the **Begin Test** button to start the Knowledge Test.

8 Learning Center

2020 Centene MA Certification Training Knowledge Check
2020 National Broker Exam - Attempt 2

1 True or False: Agents may disseminate beneficiary or application information with individuals or sales entities outside of their contracting agreement with Centene.

2 True or False: Renewal compensation is paid based on the completion of training and testing for the year the enrollment was initially sold. Training is not required in subsequent years to be eligible to receive renewal compensation.

3 Members are able to fill their prescriptions at:

4 Applications must be received by Centene no later than ___ calendar days following receipt from the beneficiary.

STEP 8:

- Complete the Knowledge Test and submit your answers.

Learning Center

2020 Centene MA Certification Training Knowledge Check
2020 National Broker Exam

Summary of your previous attempts

Attempt	Completed	Marks / 15	Grade / 100	Feedback
1	Tuesday, September 3, 2019, 02:17 PM	16.75	88.16	Congratulations, you passed! CLICK HERE for your certificate.

Highest grade: 88.16 / 100.

Overall feedback
Congratulations, you passed! [CLICK HERE](#) for your certificate.

Re-attempt quiz

STEP 9:

- After your answers are submitted, you will be given your score and a link for your printable certification.