

# ✓ HOW TO CERTIFY

# WELLCARE

## Directions

### EXAMPLE OF WELLCARE CERTIFICATION

1

The screenshot shows the login page for the WellCare University Learning Management System. At the top, there is a header with the WellCare University logo and a banner image of a modern building. Below the header, there is a 'Log In' section with a form for Username and Password, and a 'Login' button. To the right of the login form, there is a 'Welcome to WellCare University' message and a 'Forgot Password?' link. Below the login form, there is a 'W2 Associates' section with a link to the HR Service Center, and a 'Contractors/Vendors' section with a link to the HR Service Center.

#### STEP 1:

- Go to the [Wellcare University](#) learning management system.
- Log in to portal.

2

The screenshot shows the WellCare portal home page. At the top, there is a header with the WellCare logo and a search bar. Below the header, there is a 'Welcome' message and a large image of a group of people. On the left side, there is a 'Your Assigned Training' section with a table showing training modules and their due dates. On the right side, there is a 'Browse for Training' section with links to various training modules. Below the 'Your Assigned Training' section, there is a 'Training in Progress' section with a table showing training modules and their progress. At the bottom, there is a 'Your Upcoming Sessions' section with a table showing upcoming sessions.

#### STEP 2:

- You will be redirected to the learning center home page.
- Under **Your Assigned Training** section, you can access the required certification modules:
  - **AHIP Certification** (Transmit to carrier from AHIP website)
  - **Welcome to ACT** (Annual Certification Training)
  - **WellCare Products**
  - **Effective and Compliant Selling**
  - **WellCare Member Enrollment**

3

The screenshot shows a video player interface for a training module. The video player has a title bar with 'SM Salesforce Enhancements' and a 'Menu' button. Below the title bar, there is a 'Navigation' section with a play button icon and a text box that says 'This module contains videos throughout. The videos are designed to give you a quick look at the interface and direct you in navigating your way through Salesforce.com.' Below the 'Navigation' section, there is a 'In this module:' section with a list of features: Menu, Exit, Previous, Next, Audio, and Play/Pause. The video player also has a progress bar and 'PREV' and 'NEXT' buttons.

#### STEP 3:

- Move through the different modules using the **Prev** and **Next** arrows.
- After the courses are complete, you will need to take the **ACT Mastery Exam**.
- You will have three attempts to pass the test with a score of 85% or more.