

2026 Training and Certification

wellcare®

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Get Ready to Sell

Centene Workbench within your Single Sign-On portal is your full-service destination for completing training and certification requirements.

Access the Wellcare Annual Certification Training (ACT) and America's Health Insurance Plans (AHIP) or the National Association of Benefits and Insurance Professionals (NABIP) certifications through the **Training** menu within Centene Workbench in your Single Sign-On portal.

[Single Sign-On Portal](#)

Tour the Training Center

View our video on accessing the Centene Workbench Training Center, navigating the different types of training available and submitting support tickets quickly from within the **Training Center**.



Important Reminder for 2026 Training!

To ensure Wellcare receives your completed Medicare Certification training results from accepted certification partners, America's Health Insurance Plans (AHIP) or National

Association of Benefits and Insurance Professionals (NABIP), please follow these steps for connecting your account and transmitting your results.

Connecting Your Account

- Access AHIP or NABIP through the **Medicare Certification** section within the **Training** menu of **Centene Workbench** via **Single Sign-On**.
- Select the **GO TO AHIP** or **GO TO NABIP** button to connect directly with the certification partner.
- Log in to AHIP or NABIP and complete your certification training, if necessary.

Transmitting Results

For AHIP: On the **AHIP Course Completion** page of the AHIP site, click **Transmit** or **Re-transmit** next to all Wellcare/Centene instances to **share your scores**.

Note: prior to login, a site license confirmation **pop-up** may appear. Select **Continue** to proceed.

For NABIP: In the **Identify Your Carriers** section of the NABIP site, select Wellcare from the dropdown to share your scores.

For help in accessing AHIP or NABIP please view either of these helpful resources:

[How To Access AHIP Training](#)

[How To Access NABIP Training](#)

Start Your Journey – Wellcare ACT

3 Steps for Successful Completion:

1.

Complete the 2026 Wellcare ACT Journey to a Successful Season

2.

Complete the 2026 Wellcare ACT Know Your Product

3.

Complete the 2026 Wellcare ACT Mastery Exam

Start Your 2026 Wellcare ACT

View the Wellcare ACT section of the Training Center User Guide for instructions on how to access and begin an assigned Wellcare ACT course module.

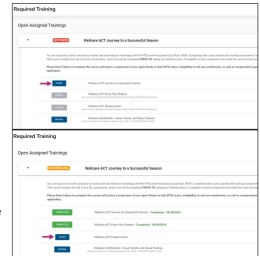
Training Center User Guide

Required Training – Wellcare ACT



Follow these simple steps to begin training:

- In the **Open Assigned Trainings** section of the **Required Training** page, you will find your assigned training. Select the **2025 Wellcare ACT Journey to a Successful Season** training. This course includes four (4) to five (5) components, which must all be completed **PRIOR TO** selling any Wellcare plans. Completion of each component will unlock the next training component.
- Select the **START** button of the **2025 Wellcare ACT Journey to a Successful Season** course module to begin.
- After you have completed the assigned course modules, the **Mastery Exam** will be unlocked.



Confidential and Proprietary Information

Wellcare ACT Helpful Resources

Wellcare ACT Requirements:

A score of 85% or higher is required to pass the Wellcare ACT Mastery Exam.

Training must be completed by September 30 to avoid suspension on October 1.

Note:

Failure to complete all certification requirements will result in the inability to market or sell Wellcare plans, receive commission on any previous business (including renewals) or to order sales materials.

Download 8 Tips for ACT Success

ACT TIPS FOR SUCCESS

KEEP THESE TIPS IN MIND AS YOU COMPLETE WELLCARE ANNUAL CERTIFICATION TRAINING (ACT).

START EARLY

Don't wait until the last minute to get certified. Get your certification and training requirements out of the way now to ensure you'll be ready to sell on Oct. 1.

SET UP YOUR BROWSER

Recommended browsers include: Google Chrome, Firefox, Safari or Microsoft Edge. Set your browser's zoom settings to 100%.

RELAX - IT'S OPEN BOOK!

No memorization or notes required. You may use any resources that you find helpful as you navigate through the exam.

USE THE TRAINING COURSE

The entire Wellcare ACT training course is available for download in PDF format. The document can be searched using the CTRL + F function.

KNOW YOUR PRODUCT

The link is provided in the course to our product site (wellcarefirstlook.com). It is updated as changes occur and can be referenced at any time.

TAKE YOUR TIME

The exam does not have a time limit. Take your time and check your answers as you move through the exam.

CHECK YOUR RESULTS

A score of 85% or higher is required to pass the exam. Access your results within the Training Center in Centene Workbench.

TRY AGAIN IF NEEDED

You may retake the exam as many times as needed. New this year - there is no lockout period following failed attempts, so you may try again right away.

AHIP or NABIP Certification



Fast Facts:

- Completing either the 2026 AHIP or NABIP certification is required to market and sell both 2025 and 2026 plans.
- Both AHIP and NABIP may be accessed through the **Training Center**.
- Completed scores will be available within the **Centene Workbench Training Center**. Wellcare does not accept PDF certificates of completion.



Enjoy a Discount:

As our valued partner, you are eligible for discounted pricing with either certification partner.

- **AHIP** discounted pricing - **\$125** vs \$175 (3 exam attempts).
- **NABIP** member pricing - **\$100** (6 exam attempts).



Access the AHIP or NABIP:

View the user guide of your choice below for information on accessing 2026 AHIP or NABIP Training, completing required elements, transmitting results and retrieving your transcript within the **Centene Workbench Training Center**.

Access step-by-step instructions for AHIP or NABIP:

2026 AHIP Training Guide

2026 NABIP Training Guide



Discover Even More

More information on training and certification is available at your fingertips.

View our **Agent Archive** for communications on this topic, including important dates and any procedural updates. **Use the CTRL+F** function to search the archive with the keywords: ***Training and Certification***.



Need Help?

Receive help with your questions regarding training and certification either by phone or through convenient online submission of a support ticket.

The Broker Support Call Center may be reached at 866-822-1339,
Monday - Friday: 8 a.m. - 8 p.m. EST.

Submit a **Support Ticket** 24/7, within the **Centene Workbench Broker Portal**.

Note: If assistance is needed for the AHIP or NABIP Training Sites, please contact their Technical Support departments. Wellcare Broker Support is unable

to assist with any AHIP or NABIP site questions and/or issues.

AHIP Training Site contact information:

Website: ahipmedicaretraining.com

Technical Support Phone: 866-234-6909

Email: Support@AHIPInsuranceEducation.org

NABIP Training Site contact information:

Website: nabiptraining.org

Technical Support Phone: 844-257-0990

Email: support@nabiptraining.org

CW | LU: 6/20/25



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