

2018 Allwell National Product Training and Centene General Sales Compliance Training

Centene encourages producers to certify prior to 10/15/17 so they can be ready to sell when 2018 AEP (Annual Election Period) begins!

Producers are required to certify/recertify annually to sell 2018 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 2018 effective date.

AHIP's Medicare training also includes the CMS Fraud, Waste & Abuse and CMS General Compliance training. Successful completion of these courses will meet Centene's CMS Fraud Waste & Abuse and CMS General Compliance training requirements.

IMPORTANT REMINDERS:

- Producers who do not intend to sell Centene MA/MAPD plans for 2018 must still meet the certification requirements listed below prior to 12/31/2017 in order to be eligible to receive renewal commissions.
- Access to AHIP 2018 certification training program has been available since June 22, 2017 through our Co-branded AHIP website.
- Centene will accept your certification if you have taken the AHIP certification course through another plan sponsor, however if you take the training through our Co-branded AHIP site you may take advantage of our offered discount.

TO COMPLETE THE 2018 MEDICARE TRAINING & CERTIFICATION, FOLLOW THE SIMPLE PROCESS BELOW:

STEP 1: GET 2018 MEDICARE CERTIFIED (AHIP)

- Go to our AHIP Site on or after June 22, 2017 at <https://allwell.cmpsystem.com> to access the 2018 AHIP training.
- Here is a user guide to assist in the registration process: [2018 Allwell Product Training Guide](#)
- Once you are on the AHIP Home Page you can navigate to the "Create a New Account" link on the webpage under the "First Time Visitor?" section.
- **Note:** As an existing producer you can continue to the User Login section to access your training and view details about our offered discount.
- **Complete the 2018 AHIP, Fraud Waste & Abuse and Compliance Exam.** Producers must receive a passing score of 90% on the test. *(If you have completed the AHIP exam through another plan, there are no additional actions you need to take at this time.)*

STEP 2: COMPLETE REQUIRED TRAININGS

- 2018 National Product Trainings including the Centene General Sales Compliance Training. Once you complete this training, print the PDF of your Training Certificate of Completion and retain for your records.
- These trainings are hosted on the Co-Branded AHIP Site. <https://allwell.cmpsystem.com>

COMING SOON! Local 2018 plan orientation meetings will be scheduled to enhance your product training. Please look for future emails on dates, times & locations for these orientations. We strongly encourage you attend these sessions to get detailed information on:

- * Network overview
- * Sales Support
- * Competitive Analysis
- * Sneak peek into the Ascend enrollment tool and Value Based Enrollment programs.

STEP 3: RECEIVE A CONFIRMATION EMAIL

- A confirmation email will be sent by the Medicare Broker Contracting Department in 5 to 7 business days advising that all required training has been completed.
- **Producers and Agents CANNOT conduct Medicare sales presentations nor submit member applications until this confirmation email is received.**

GETTING HELP

If you have any questions regarding this process, please contact Centene Medicare Broker Services at:

Phone: 844-202-6811

Office Hours:

Monday – Friday

9 a.m. to 5 p.m. all time zones

(Excluding holidays)

Email: medicarebrokerservices@centene.com