

## 2019 ALLWELL CERTIFICATION INSTRUCTIONS

### Step 1: Complete 2019 AHIP Certification Training

- If you have already completed 2019 AHIP Certification training\*, you can skip this step. Otherwise...
- Go to our Training Site (<https://allwell.cmpsystem.com>) to access 2019 AHIP Certification training and *take advantage of our discounted rate*.
- Complete the 2019 AHIP, Fraud Waste & Abuse and Compliance Exam. You must receive a passing score of 90% or better on the test.

\*Note: Centene will accept 2019 AHIP certification taken elsewhere.

### Step 2: Complete 2019 Allwell Medicare Product/Certification Training

- From our Training Site (<https://allwell.cmpsystem.com>), access the 2019 Centene Medicare Advantage Certification Training (Allwell) and review training material for all State(s) in which you plan to sell. [Click HERE](#) to view the Training Site guide.
- Complete the National Certification Exam. You must receive a passing score of 85% or better to successfully meet the training requirement.
- NEW! Complete the Training Attestation, certifying to all training you have completed.

### Important Reminders:

- Producers are required to certify/recertify annually to sell 2019 Allwell MA-MAPD plans, and be eligible to receive commissions. Annual certification requirements must be met prior to marketing and/or selling Allwell MA-MAPD plans for a 2019 effective date.
- Producers who do not intend to sell Allwell MA-MAPD plans for 2019 must still meet all certification requirements noted above prior to 12/31/2018 **in order to be eligible to receive renewal commissions**.
- **Certification is paperless** - Please do not submit your certification documents to Centene
- The Medicare Broker Contract department will send you email confirmation within 3-5 business days advising that all training requirements have been completed.
- **You CANNOT conduct Medicare sales presentations nor accept member applications until this confirmation email is received.**

**COMING SOON!** Local plan orientation meetings will be scheduled and will enhance your 2019 product training. Please look for future emails on dates, times and locations for these meetings. We strongly encourage you to attend these sessions to get detailed information on:

- \* Network overview
- \* Sales support
- \* Competitive analysis

Finally, be on the lookout for exciting enhancements to Ascend!

If you have any questions, please feel free to contact Centene Medicare Broker Services Monday - Friday, 9:00 a.m. - 5:00 p.m., all time zones (excluding holidays).

**Phone:** 844-202-6811

**Email:** [medicarebrokerservices@centene.com](mailto:medicarebrokerservices@centene.com)

Thank you,

Centene Medicare Broker Contracting

Thank you for your continued support of Allwell!