Wellcare (Centene) Certification

Wellcare's Annual Certification Training (ACT) runs inside Centene Workbench. Wellcare asks agents to finish before October 1.

4 to 5	24 hrs	Oct 1
ACT COMPONENTS	FOR AHIP RESULTS TO POST	TARGET FINISH

WHERE YOU CERTIFY

Centene Workbench (PingOne sign-in)

https://desktop.pingone.com/cnc-workbench-brk

STEP BY STEP

01 Sign in through PingOne

Use your personal single sign-on link to PingOne and select the Centene Workbench icon.

02 Find your required training

From the left menu choose Training, then Required Training. New agents in onboarding go straight to Required Training from My Certification Cases.

03 Start the Wellcare ACT course

Open the Journey to a Successful Season course under Open Assigned Trainings. Each component unlocks the next, and the Mastery Exam unlocks at the end.

04 Complete Medicare and FWA training

Choose Review, then Proceed, to reach the Medicare Certification Training Vendors page (AHIP, NABIP or EvolveNXT, depending on your producer type). You can do this before or alongside ACT.

05 Link your results to Wellcare

In AHIP pick Wellcare/Centene as the affiliate. In NABIP pick Wellcare. Results can take up to 24 hours to show in Workbench.

06 Confirm you are done

The My AEP Status widget on the dashboard changes from Training Pending to Training Completed. Transcripts are under My Credentials, then My Status & Credentials, Training Info tab.

GOOD TO KNOW

- You must finish ACT and Medicare certification every year before marketing Wellcare Medicare Advantage plans and to be eligible for commission.
- Wellcare Broker Support cannot help with AHIP or NABIP site problems. AHIP tech support: 866-234-6909. NABIP tech support: 844-257-0990.
- Based on Wellcare's most recent published instructions. Course names may show the new plan year.

> **Need help?**
> Wellcare Broker Support for Workbench questions, or the Brock Partners contracting team. Brock Partners support: 662-844-3300.

Prepared by Brock Partners for contracted agents, updated October 2026. This is our own summary of Wellcare's published agent instructions and is not produced, endorsed or approved by Wellcare. Carriers change requirements during the year, so the carrier's certification site is always the final word. For agent training use only. Not for use with consumers.