

STEPS TO CERTIFY WITH



SUBMIT YOUR AHIP CERTIFICATION TO WELLCARE

1. Go to: <http://www.ahipmedicaretraining.com/clients/wellcare/W2>
 - If you already have an account, log in with your user name (email) and password.
 - If you are accessing the AHIP website for the first time, click the “Create a New Account” button. (Note: AHIP updated their system last year. You must create a new account if you did not certify with AHIP for 2013.)
2. You will need to **create/update your profile**. Be sure to enter your WellCare University (WCU) User ID, which should be the same as your employee ID, in your profile. If you need to retrieve your WCU User ID or have any other technical issues with WCU, submit a ticket to the HR Service Center here: <https://wellcare.loop1helpdesk.com/cgi-bin/WebObjects/WellCareHRServiceCenter.woa>
3. After your profile is updated, click “**Register**” and your training will load. **Complete all required training.**
4. Once you have completed your training, click the “**Transmit**” link to send your transcript to WellCare. After you successfully send your transcript, WellCare will be listed in the Completion Transmissions section at the bottom of the dashboard with a date stamp. Please allow 24 hours for your AHIP completion to show in your WellCare University transcript.



STEPS TO CERTIFY, CONTINUED

COMPLETE WELLCARE ANNUAL CERTIFICATION TRAINING @ WELLCARE UNIVERSITY

1. **Log into WellCare University (WCU)** via single sign-on from WellCareLink if on WellCare's Network or directly through myHR Portal by logging in through the ADP Portal if outside of the WellCare network. Do NOT log in via Citrix.
NOTE: If you need to retrieve your WellCare Network ID, your ADP User Name, need help resetting your password for either system, or have any other technical questions, submit a ticket to the HR Service Center.
2. Navigate to myHR Portal either from WellCareLink or by logging in to the ADP Portal depending on whether you are inside or outside of the WellCare network. Then, click the "**myHR Performance and WellCare University**" link to go to WCU.
3. Once you are logged in to WCU, select **View Your Transcript** from the Learning menu. Your Transcript page will appear.
4. When your Transcript page appears, you should see that you are enrolled in the 2014 Annual Certification W2 training curriculum. From here, follow the links to activate and launch your training.



ABOUT THE CERTIFICATION PROCESS

PARTS OF THE WELLCARE ACT PROGRAM

The 2014 WellCare ACT Program consists of three courses, a mastery exam, and an attestation:

- 2014 Welcome to WellCareTraining Course
- 2014 Learn Our Products Training Course
 - Common Products Module
 - State Specific Products Module*
- 2014 Sell Effectively and Compliantly Training Course
 - Pre Enrollment Module
 - Enrollment Module
 - Post-Enrollment Module
- 2014 Annual Certification Mastery Exam (see detailed information below)
- 2014 ACT Attestation

You will be enrolled into the products course that corresponds to your resident state of licensure. If you market WellCare products in multiple states, you must complete the products training for each state. Instructions for self-enrolling into additional 2014 products courses can be found in the attachments tab of any of the state Products courses.

You must complete all training in the 2014 WellCare ACT Program in the above order. You will not be able to access the Mastery Exam until all courses are complete. After you electronically sign the attestation, the entire 2014 WellCare ACT curriculum will be marked complete and you will have an opportunity to complete the evaluation.



ABOUT THE CERTIFICATION PROCESS

2014 ANNUAL CERTIFICATION TRAINING MASTERY EXAM

The 2014 Annual Certification Mastery Exam consists of three sections. You must complete all sections of the exam in their entirety without interruption for your results to be submitted to WellCare.

The exam will consist of 50 questions worth two points each, is opened book and is not timed.

You will receive three (3) attempts to successfully pass the mastery exam with a score of 90% or greater. If you don't pass the mastery exam with a score of 90% in three (3) attempts, you will not be allowed to certify with WellCare for a period of six (6) months.

Please allow enough time to complete your exam in one sitting. Do not navigate away from the exam screen during the exam until you have answered all the questions in all sections and submitted your exam. If you leave the exam and then decide to reopen it, your answers will not be recorded, and you will launch another attempt at the exam.

You should not click on the Submit button unless you have answered all the questions. You are not allowed to reopen / resume an incomplete attempt.

Upon successful completion of all the 2014 ACT steps, your **"training complete"** status will be forwarded to WellCare's National Sales Monitoring and Oversight team (NSMO) to help you obtain your active producer ID which will allow you to market and present 2014 WellCare products.