



— 2020 —

ANNUAL CERTIFICATION TRAINING FAQ



What's Inside

Issues with Accessing Training

- [Why didn't my training load?](#)
- [I tried to log into my account, but I cannot get in.](#)
- [Why didn't I receive a welcome email?](#)
- [I forgot my password. Can you please reset it?](#)
- [I did not receive the correct training. Can you please fix this issue?](#)
- [I do not have access to training yet. Can you please add me to the training system?](#)
- [My training welcome email went to the incorrect email address. Can you please change my email address?](#)

Technical Issues

- [Why won't my program/module\(s\) open?](#)
- [Why won't my module play?](#)
- [When I click on the module, why does a blank screen appear?](#)
- [Why did the training start at the beginning even though I completed half of it earlier and went back to finish the module?](#)
- [My module keeps getting stuck in the middle of the training. What should I do?](#)

AHIP Issues

- [I completed the 2020 AHIP training. Why isn't it showing in my transcript?](#)
- [I completed the 2019 AHIP training; do I still need to complete 2020?](#)
- [I didn't receive my WellCare/AHIP co-branded link; can you please send it to me?](#)
- [The AHIP courses are not marking complete or I cannot access my mastery exam in AHIP.](#)
- [I am having payment issues on the AHIP site. The site is not offering me a discount.](#)

Training Module Completion/Training Transcript Issues

- [Where do I find the pdf versions of the modules?](#)
- [I completed the training module and it did not mark complete. Why?](#)
- [I haven't received my writing number \(PID\). Can you please verify that I completed all training?](#)

Mastery Exam Issues

- [I tried to access the mastery exam, but I keep receiving a message stating that I have not completed other courses. Why?](#)
- [How many attempts do I receive to pass the mastery exam?](#)
- [I failed my first attempt at the mastery exam; can you load my second attempt?](#)
- [Can you please reset my exam? I am showing an incomplete attempt.](#)
- [Why does the transcript show that I failed my mastery exam? I didn't complete all of the questions.](#)

WellCare 2020 Annual Certification Training FAQ

Issues with Accessing Training:

Q. Why didn't my training load?

A. Once contracting is completed, your account must be active in WellCare University. This may take up to 24-48 hours. If after 48 hours you still have not received training, call Agent Services at **1-866-822-1339**.

Q. I tried to log into my account, but I cannot get in?

A. If you are a new agent, your account may not be active yet in WellCare University. Please ensure that you are using the correct web address and user ID shown in your welcome email. If you have forgotten your password, reset from the WellCare University home page by clicking "Forget Password" and entering your user name. If you still have issues, please contact Agent Services at **1-866-822-1339**.

Q. Why didn't I receive a welcome email?

A. All welcome emails are sent once you are enrolled in training. Your email may be sent to your junk email folder.

Q. I forgot my password. Can you please reset it?

A. You can reset your password on the home page of WellCare University by clicking "Forget Password" and entering your user name. If you still have an issue, please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339**.

Q. I did not receive the correct training. Can you please fix this issue?

A. If you were enrolled into incorrect training, please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339** for verification and help.

Q. I do not have access to training yet. Can you please add me to the training system?

A. Please contact your District Sales Manager for help.

Q. My training welcome email went to the incorrect email address. Can you please change my email address?

A. Please log in to Agent Workflow from your Agent Connect portal to change the email address associated with your account.

Technical Issues:

Q. For any of the following:

Why won't my program/module(s) open?

Why won't my module play?

When I click on the module, why does a blank screen appear?

A. Please ensure your computer is meeting the System Requirements to access training. Do not use Citrix to access WellCare University. We suggest using Internet Explorer, turning off pop-up blockers and clearing

your history on your computer. Please reference these [Clearing Browser History](#) and [Disabling Pop-Up Blocker](#) guides. If you still experience issues, then please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **866-822-1339**.

Q. Why did the training start at the beginning even though I completed half of it earlier and went back to finish the module?

- A.** If you use a different computer or your cookies are disabled, the training module will not know where you left off. Agents should take the training on the same computer and that computer should have cookies enabled. For more help, please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339**.

Q. My module keeps getting stuck in the middle of the training. What should I do?

- A.** Please log in to your Agent Connect portal to contact Sales Support. Or you can try to access the training from a different computer.

AHIP Issues

Q. I completed the 2020 AHIP training. Why isn't it showing in my transcript?

- A.** Please allow up to 48 hours for the completion to appear in your WellCare University transcript. Please ensure that you access your AHIP homepage and click *Transmit* next to WellCare (1099).

New agent with WellCare? You will need to use the WellCare/AHIP co-branded link to transmit your completed AHIP to WellCare University. Via the link, log in to your AHIP account and complete the steps above.

If you've experienced issues accessing AHIP training, please contact the AHIP support line at **1-866-234-6909** or email support@AHIPInsuranceEducation.org.

Q. I completed the 2019 AHIP training; do I still need to complete 2020 training?

- A.** Yes, you need to complete the 2020 AHIP training to market/sell 2020 WellCare products.
Note: Beginning 10/1, the 2020 training is required to market/sell both 2019 and 2020 products.

Q. I didn't receive my 2020 AHIP link; can you please send it to me?

- A.** The WellCare/AHIP co-branded link and instructions are in the welcome email you received notifying you to complete your 2020 ACT. Please contact your District Sales Manager or log in to your Agent Connect portal to contact Sales Support if you need this link resent to you.

Q. The AHIP courses are not marking complete or I cannot access my mastery exam in AHIP.

- A.** Please contact AHIP directly for any issues related to the AHIP courses at: 1-866-234-6909 or email support@AHIPInsuranceEducation.org.

Q. I am having payment issues on the AHIP site. The site is not offering me a discount.

- A.** Please ensure you are using the WellCare/AHIP co-branded link to access the AHIP website. If you still experience issues, then please contact AHIP for support at: 1-866-234-6909 or email support@AHIPInsuranceEducation.org.

Training Module Completion/Training Transcript Issues

Q. Where do I find the PDF versions of the modules?

- A.** The PDF versions of the training are available for download from the *Attachments* tab from within the module in WellCare University.

Q. I completed the training module and it did not mark complete. Why?

- A.** All training modules mark as complete once finished. If a module has not marked complete, you likely did not take the module in its entirety. If you still experience an issue, please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339**.

Q. Can you please verify that I completed all training?

- A.** Please log in to your Agent Connect portal to verify training completion under the *Training History* tab. Please note that it may take up to 24-48 hours for your completed courses to be received.

Mastery Exam issues

Q. I tried to access the mastery exam, but I keep receiving a message stating that I have not completed other courses. Why?

- A.** The ACT curriculum is designed to require all modules to be completed in order. All courses must be completed in order to access to the final mastery exam.

Q. How many attempts do I receive to pass the mastery exam?

- A.** All agents have three attempts to pass the mastery exam with a score of 85% or more. After three attempts, the exam will not be accessible. If an agent fails the exam three times, then they may not market WellCare products and must wait six months to take the exam again.

Q. I failed my attempt at the mastery exam. can you load my next attempt?

- A.** Your next attempt will become available exactly 24 hours after your failed attempt. For example, if you failed at 3:10 p.m. ET today, then you can retake the exam at 3:10 p.m. ET tomorrow. You have three attempts to pass the mastery exam. If you fail all three attempts, then you may not market WellCare products and must wait six months to take the exam again.

Q. Can you please reset my exam? I am showing an incomplete attempt.

- A.** Please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339** for help.

Q. Why does the transcript show that I failed my mastery exam? I didn't complete all of the questions.

- A.** You must complete all questions in one sitting. WellCare can verify if you completed the exam in its entirety or if you will need to take the exam again. Please log in to your Agent Connect portal to contact Sales Support or call Agent Services at **1-866-822-1339** for help.

