



## **WellCare 2018 Annual Certification Training FAQ for 1099 producers**

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## Training access issues:

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 72 hours. If after 72 hours you still have not received training, please contact [Producer Services](#).

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

A. If you are a new producer, then your account may not be active yet in WellCare University. Please ensure that you are using the correct web address and user id that was indicated in your welcome email. If you have forgotten your password, it can be reset from the WellCare University home page by clicking 'Forget Password' and entering your user name. If you still experience issues, please contact [Producer Services](#).

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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.

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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 experience issue, please contact [Producer Services](#).

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

A. If you were enrolled in the incorrect training, please contact your [District Sales Manager](#) or [Producer Services](#) for verification and assistance.

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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 assistance.

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

A. Please contact [Producer Certifications](#) to change the email address associated with your account.

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### 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 contact [Producer Services](#).

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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 are using a different computer or your cookies are disabled, then the training module will not remember where you left off. It is suggested that producers take the training from the same computer and that their computer has cookies enabled. For additional assistance, then please contact [Producer Services](#).

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

A. Please contact the [Producer Services](#) or try accessing the training from a different computer.

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### AHIP Issues:

Q. I completed the 2018 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 1) used the link from the WellCare training welcome email to transmit the 2018 training and 2) that you entered the National Producer Number (NPN) or your WellCare University User ID into your AHIP profile. If you've experienced issues accessing AHIP training, please contact the AHIP support line at **(866) 234-6909** or email [support@AHIPInsuranceEducation.org](mailto:support@AHIPInsuranceEducation.org).

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Q. I completed the 2017 AHIP training; do I still need to complete 2018?

A. Yes, you need to complete the 2018 AHIP training to be certified with WellCare for 2018. As of July 1, 2017 AHIP certifications will no longer be accepted towards training completion.

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Q. I didn't receive my 2018 AHIP link; can you please send it to me?

A. The WellCare 2018 AHIP link and instructions are located in the welcome email you received notifying you to complete your 2018 ACT. Please contact your District Sales Manager via [WellCare website](#) or [Producer Services](#) if you need this link resent to you.

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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: **(866) 234-6909** or email [support@AHIPInsuranceEducation.org](mailto:support@AHIPInsuranceEducation.org).

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Q. I am having payment issues on the 2018 AHIP site. The site is not offering me a discount.

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

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### 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.

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

A. All training modules for 2018 have been designed to mark complete once finished. If a module has not marked complete, then it is likely that you did not take the module in its entirety. If you still experience an issue, please contact Producer Services.

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Q. I haven't received my writing number (PID). Can you please verify that I completed all training?

A. Please email [Producer Certifications](#) to verify training completion. Please note that it may take up to 48 hours for your completed courses to be received and a writing number generated. Producers are responsible for completing all required training before receiving a writing number (PID).

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### 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 for access to the mastery exam.

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

A. All producers have three attempts to pass the mastery exam with a score of 85 percent or greater. After three attempts, the exam will not be accessible. If a producer fails the exam three times, then they may not market WellCare products and must wait six months to reattempt the exam.

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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. EST today, then you can retake the exam at 3:10 p.m. EST 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 reattempt the exam.

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

A. Please contact [Producer Services](#) for assistance.

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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 reattempt the exam. Please contact [Producer Services](#) for assistance.

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