

WellCare 2016 Annual Certification Training FAQ for 1099 producers

Training access issues:

[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 correct this issue?](#)

[I do not have access to training yet. Can you please add me to the training system?](#)

[My training welcome email was sent 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 2016 AHIP training. Why isn't it showing in my transcript?](#)

[I completed the 2015 AHIP training; do I still need to complete 2016?](#)

[I didn't receive my 2016 AHIP 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 2016 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.](#)

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](#).

[Back](#)

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](#).

[Back](#)

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.

[Back](#)

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](#).

[Back](#)

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.

[Back](#)

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.

[Back](#)

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

A. Please contact [National Sales Monitoring & Oversight](#) to change the email address associated with your account.

[Back](#)

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. If you still experience issues, then please contact [Producer Services](#).

[Back](#)

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](#).

[Back](#)

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.

[Back](#)

AHIP Issues:

Q. I completed the 2016 AHIP training. Why isn't it showing in my transcript?

A. Please ensure that you 1) used the link from the WellCare training welcome email to complete the 2016 training and 2) that you entered the WellCare University User ID into your AHIP profile. Please allow up to 48 hours for the completion to appear in your WellCare University transcript. If you've experienced issues accessing AHIP training, please contact the AHIP support line at **(866) 234-6909** or email support@AHIPInsuranceEducation.org.

[Back](#)

Q. I completed the 2015 AHIP training; do I still need to complete 2016?

A. Yes, you need to complete the 2016 AHIP training to be certified with WellCare for 2016. As of October 1, 2015, 2015 AHIP certifications will no longer be accepted towards training completion.

[Back](#)

Q. I didn't receive my 2016 AHIP link; can you please send it to me?

A. The WellCare 2016 AHIP link and instructions are located in the welcome email you received notifying you to complete your 2016 ACT. Please contact your [District Sales Manager](#) or [Producer Services](#) if you need this link resent to you.

[Back](#)

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.

[Back](#)

Q. I am having payment issues on the 2016 AHIP site. The site is not offering me a discount.
A. Please ensure you are using the 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.

[Back](#)

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 and from the Knowledge Bank Tab in WellCare University.

[Back](#)

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

A. All training modules for 2016 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](#).

[Back](#)

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

A. Please contact your [District Sales Manager](#) or [Producer Services](#) 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).

[Back](#)

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.

[Back](#)

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 90 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.

[Back](#)

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. 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.

[Back](#)

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

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

[Back](#)

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.

[Back](#)