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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 to 48 hours. If after 24 to 48 hours you still have not received training contact Producer Services at 866-822-1339.

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

A. If you are a new agent, 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 at 866-822-1339.

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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 login to your [Agent Connect](#) portal to contact Sales Support or call Producer Services at 866-822-1339.

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

A. If you were enrolled into incorrect training, please login to your [Agent Connect](#) portal to contact Sales Support or call Producer Services at 866-822-1339 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 login to Agent Workflow from your [Agent Connect](#) portal 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 login to your [Agent Connect](#) portal to contact Sales Support or call Producer Services at 866-822-1339.

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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 agents take the training from the same computer and that their computer has cookies enabled. For additional assistance, please login to your [Agent Connect](#) portal to contact Sales Support or call Producer Services at 866-822-1339.

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

A. Please login to your [Agent Connect](#) portal to contact Sales Support or try accessing the training from a different computer.

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AHIP Issues:

Q. I completed the 2019 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, login to your AHIP account and complete the steps above.

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

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Q. I completed the 2018 AHIP training; do I still need to complete 2019 training?

A. Yes, you need to complete the 2019 AHIP training in order to market/sell 2019 WellCare products. Note: Beginning 10/1, the 2019 training is required to market/sell both 2018 and 2019 products.

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Q. I didn't receive my 2019 AHIP link; can you please send it to me?

A. The WellCare/AHIP co-branded link and instructions are located in the welcome email you received notifying you to complete your 2019 ACT. Please contact your [District Sales Manager](#) or login to your [Agent Connect](#) portal to contact Sales Support 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.

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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: **(866) 234-6909** or email 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 *Resources* 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 are designed to mark as 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 login to your [Agent Connect](#) portal to contact Sales Support or call Producer Services at 866-822-1339.

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

A. Please login 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.

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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 in order to access to the final mastery exam.

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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 percent or greater. 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 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 login to your Agent Connect portal to contact Sales Support or call Producer Services at 866-822-1339 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 login to your Agent Connect portal to contact Sales Support or call Producer Services at 866-822-1339 for assistance.

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