

# WELLCARE

## CERTIFICATION INSTRUCTIONS

Agents must login :

<https://wellcare.csod.com/client/wellcare/default.aspx>

complete the WellCare's online Agent Certification Training (ACT) and iCare training. Each agent is allowed up to three attempts and a score of 90% or better in order to pass the final exam and be certified.

Upon completion of the contract through the portal, a unique WellCare University login will be emailed to the agent within 5 business days. New agents must use that login to sign in to [wellcare.csod.com](https://wellcare.csod.com) and complete the WellCare's online Agent Certification Training (ACT) and iCare training. Each agent is allowed up to three attempts and a score of 90% or better in order to pass the final exam and be certified.

In addition, agents must complete the latest AHIP Medicare Training with a score of 90% or better. Each agent is allowed up to three attempts to complete the section. Once the training has been completed, agents are required to submit their transcripts to WellCare through the [AHIP website](#).