

# CIGNA Medicare Services® Producer Update



August 24, 2011

## 2012 CIGNA Medicare Producer Training and Certification is Now Open!

*Don't Delay – Medicare 2012 Annual Enrollment Period begins on October 15, 2011!*

**The new 2012 Medicare Producer Training & Certification website is now available:**

<https://producertraining.cigna.com>

**Note:** The Producer Training environment is compatible with the following browsers: Internet Explorer 7x and higher;

Fire Fox 3x and higher.

Producers contracted to sell the CIGNA Medicare products must successfully certify prior to marketing or selling CIGNA Medicare products. This means that you must complete the required lessons and pass the exams

with a score of 85% or better prior to distributing any CIGNA Medicare products. The exams are embedded at the end of each lesson. You must complete each lesson prior to taking the exams. You may take each exam up to

three times. If you fail to pass either exam within three attempts, you will not be allowed to market or sell CIGNA

Medicare products for the 2012 selling season. Producers who distribute and sell CIGNA Medicare products prior to

successfully completing the requisite exams, will not be eligible to receive commissions on that business.

- All agents must complete Lesson 1 or provide 2012 AHIP certification
- Agents who wish to sell the National PDP must complete Lesson 2
- Agents who wish to sell the Arizona MAPD must complete Lesson 3

The lessons for 2012 include:

- Lesson 1 2012: Medicare Overview and Compliance
- Lesson 2 2012: National Part D Product Overview
- Lesson 3AZ 2012: Arizona MAPD Product Overview

Some helpful tips about the new training & certification website and its functionality:

- Your username and password is the same as with the prior training site
- The site URL does not change: <https://producertraining.cigna.com>
- All vital information is on one landing page, with no scrolling required
- You can take a course, study, and download completion certificate quickly and easily
- The additional navigation and site sections available (i.e., History, AHIP, Help, Profile) support program growth and expansion

## AHIP Training

If you have completed and passed the 2012 AHIP training, there are two ways to get your credit:

- Fax your 2012 certificate **with your CIGNA Agent ID written on top** of the document to CIGNA at **(248) 729-2364** and get credit for successfully completing CIGNA's Lesson 1 – Medicare Overview & Compliance. **A mandatory fax cover sheet is required and can be located on the website.**
- Or scan and email your certificate to [cignauniversity@gpworldwide.com](mailto:cignauniversity@gpworldwide.com). Be sure to write your Agent ID on the certificate before you send it.

## 2011 Courses Are Still Available.

If you still wish to sell CIGNA Medicare products for 2011, there is still time to train and certify. All newly contracted agents are required to complete certification for 2011 as well as 2012.

*Caution:* Completion of the 2011 lessons does not certify you to sell 2012 Products.

## We are looking forward to a great 2012 Selling Season!

### Questions?

Get help with technical questions by contacting the CIGNA University Help Desk at 1-866-228-1920 between 8:00 am – 8:00 pm EST, Monday through Friday, or send an email to [CIGNAuniversity@gpworldwide.com](mailto:CIGNAuniversity@gpworldwide.com).

If you are unable to logon, contact your Agency to verify your username and password. The CIGNA University Help Desk does not have access to login information.

---

"CIGNA Medicare Services" and the "Tree of Life" logo are registered service marks of CIGNA Intellectual Property, Inc., licensed for use by CIGNA Corporation and its operating subsidiaries. These products and services are offered by operating subsidiaries Connecticut General Life

Insurance Company and CIGNA HealthCare of Arizona, Inc., and not by CIGNA Corporation. Connecticut General Life Insurance Company is a Medicare approved Part D sponsor. CIGNA HealthCare of Arizona, Inc. is a Medicare Advantage organization with a Medicare contract.

CIGNA Senior Care, Attn: Producer Medicare Sales, 900 Cottage Grove Rd, Hartford, CT06152

