



**Product Year: 2009**  
**Producer Update: 02**

## CIGNA Medicare Producer Training & Certification

The purpose of this Producer Update is to outline the producer training and certification requirements that must be met prior to distributing CIGNA's 2009 individual Medicare products. CIGNA offers producers online training at:

<https://producertraining.cigna.com>

Producers contracted to sell the CIGNA Medicare products must successfully certify prior to marketing or selling CIGNA Medicare products.

CIGNA has two (2) lessons that cover its Medicare products. Each lesson includes a 40-question exam. All producers are required to complete both lessons and pass both exams with scores of 85% or higher. The two (2) lessons/exams are:

- **Lesson 1 2009: Medicare Overview & Compliance**
- **Lesson 2 2009: CIGNA Medicare Product Overview**

At the **Log On** screen, enter your CIGNA **Agent ID** into the "Username" field and your **Password** into the "Password" field. If you do not know or do not have an Agent ID and Password, please contact your upline Agency or CIGNA HealthCare Representative.

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Click "**Log On**" to enter site

**Help Desk:** If you need assistance accessing or completing this training, contact the CIGNA University Help Desk as indicated below:

- **Phone:** 1.866.228.1920
- **Hours:** 8:00 AM to 8:00 PM EST, Monday – Friday (not available on weekends or holidays)

**Note:** The Help Desk will assist you in resolving access and technical questions. For questions related to lesson content, please contact your upline Agency or CIGNA HealthCare Representative.



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