

PRODUCER UPDATE



2013 Cigna Medicare Rx (PDP) Training and Certification is Now Open!

Medicare 2013 Annual Enrollment Period begins on October 15, 2012 - Don't Delay!

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 online training and pass the exams with a score of 85% or better prior to distributing any Cigna Medicare products.

You must complete the lesson and then take the exam, which is embedded at the end of the lesson. Exams may be taken up to three times. If you fail to pass the exam within three attempts, you will not be allowed to market or sell Cigna Medicare products for the 2013 selling season. Producers, who distribute and sell Cigna Medicare products prior to successfully passing the requisite exams, will not be eligible to receive commissions on that business.

Three Easy Steps to Certification

1. All agents must provide their 2013 AHIP certification
2. Agents who wish to sell the National PDP must complete Lesson 1
3. Agents who wish to sell the Arizona MAPD must complete Lesson 2

Course Details

To get started, the NEW 2013 Medicare Producer Training & Certification can be found at:
<https://producertraining.cigna.com>

The lessons for 2013 include:

- **Lesson 1 2013:** National Part D Product Overview
- **Lesson 2 AZ 2013:** Arizona MAPD Product Overview

Here are some helpful tips about our 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 and is: <https://producertraining.cigna.com>
- All vital information is on one landing page, with no scrolling required
- You can take a course, then study, and download a completion certificate quickly and easily
- Additional navigation and site sections available (i.e., History, AHIP, Help, Profile) help to support program growth and expansion

AHIP Training and Credits

Once you have completed and passed the 2013 AHIP training, there are two ways to get your credit:

1. Fax your 2013 AHIP certificate **with your Cigna Agent ID written on top** of the document to Cigna at **(248) 729-2364** and get credit for successfully completing the AHIP training. **A mandatory fax cover sheet is required and can be located on the website or by clicking here.**
2. Or scan and email your AHIP certificate to cignauniversity@gpworldwide.com. Be sure to write your Agent ID on the certificate before you send it.

2012 Courses Are Still Available.

If you still wish to sell Cigna Medicare products for 2012, there is still time to train and certify. All newly contracted agents are required to complete certification for 2012 as well as 2013.

Caution: Completion of the 2012 lessons **does not** certify you to sell 2013 Medicare products.

We are looking forward to a great 2013 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.

Medicare has neither reviewed nor endorsed this information.

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