

HOW TO DO BUSINESS GUIDE CIGNA MEDICARE ADVANTAGE



Agent Portal: cignaforbrokers.com

Agent Support: CARL (866) 442-7516

Cigna Customer Service: 800-668-3813

Email: carl@cignahealthcare.com

Enrollment Fax: 2024 Applications: (877) 818-8163

Single SOA Forms Only: (877) 818-9299

First Time Logging in:

1. Open your web browser and go to cignaforbrokers.com
2. Click **Register** under **Haven't created an Account yet?**
3. Enter your **Last Name** and **Access Code**.

Access Code Instructions:

- Enter your full Cigna Producer Code/Writing Number/Agent ID from your welcome email/letter. It may start with a capital letter.
 - If it does not already include a letter in front of the producer code, please use "C".
 - Enter the last six digits of your Social Security Number or Federal Tax ID number.
 - Type in the letter "A."
 - Example: C + 6-digit producer code + last six digits of SSN + A = C123456123456A.
4. As part of setting up your account, you will be asked to set up a Multi-Factor Authentication with a **phone number** and **email address**.
 5. Create a **Username** and **password** following the new format. » **Agency Admin**
Use the email address that the Welcome Letter was sent to » **Reminder** – If you do not use the correct email address you may receive a Single Sign On (SSO) error message when attempting to log in after you complete your registration.
 6. You will be prompted to select your **security questions** and provide the associated answers.
 7. Agree to the **Terms and Conditions** and click **Create Account**.

Senior Marketing Specialists

801 Gray Oak Drive, Columbia, MO 65201 | (800) 689-2800 | www.smsteam.net

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To Submit Business:

- **(Preferred Method) Connecture DRx-** Use to Submit an enrollment electronically and virtually.
 1. Login to your signaforbrokers.com
 2. Click the drop-down arrow next to **Medicare Advantage** on the left side Menu.
 3. Click **Quote and Enroll**.
 4. Click on the **Plans** option from the menu bar top right.
 5. Enter the customer's **zip code** and click **Shop for plans**.
 6. Select one of the **product tabs**.
 7. Click on **Add to quote** and select **Send quote** from the pop-up banner.
 8. Enter a valid **email address** to send the quote via email or a **cell phone number** to send the quote via text message.
 9. Click the **Send quote** button.
- **eEnrollment-** Use to submit an enrollment electronically while meeting with the customer in-person.
- **Paper Enrollment-** Use to submit a hand completed form that must be faxed to Cigna or entered manually using an electronic submission toll.

To Check Commissions:

1. Login to your signaforbrokers.com
2. Click the drop-down arrow next to **Medicare Advantage** on the left side Menu.
3. Click on **Commissions**.
4. You will then be able to filter by **Date range**, **Payee Name**, and **Pay Cycle amount**.
5. You will also find **Commission Statements** which are uploaded every Thursday.
6. Clicking **View the Compensation Payment Schedule** link will take you to 2024 Cigna Healthcare Medicare Advantage Commission Payment Schedule.

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To Check Pending Business:

1. Login to your signaforbrokers.com
2. Click the drop-down arrow next to **Medicare Advantage** on the left side Menu.
3. Click on **MA Application Status**.
4. This will take you to **Salesforce**.
5. You will see a **Status** and **Record Count** column table.
6. Scroll down to the bottom of the page and slide the toggle next to **Detail Rows** to see **Application Name**.
 - You can also **Search** by clicking the **Magnifying glass** in the top right.
 - You can filter by checking the box next to the **Status** you would like to search and click the **Drill Down** button in the top right.

To Order Materials:

1. Login to your signaforbrokers.com
2. Click the drop-down arrow next to **Medicare Advantage** on the left side Menu.
3. Click on **Tools**.
4. Click on **CustomPoint** from the list of options.
5. Here you will have access and order **Medicare Advantage marketing materials**, including **sales kits**.

For questions, please call Senior Marketing Specialists at 800-689-2800.

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