



Product Year: 2010
Producer Update: 01

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 2010 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 three (3) lessons that cover its Medicare products. Each lesson includes a 40-question exam. The three (3) lessons/exams are:

- **Lesson 1 2010: Medicare Overview & Compliance**
- **Lesson 2 2010: CIGNA Medicare Product Overview**
- **Lesson 3AZ: 2010 CIGNA Arizona Medicare Product Overview**

National producers* must complete lessons 1 & 2 and pass both exams with scores of 85% or higher.

Arizona producers must complete lessons 1 & 3 and pass both exams with scores of 85% or higher.

Arizona producers selling the Part D product must also complete lesson 2 and pass the exam.

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.

Enter CIGNA **Agent ID** here

Enter CIGNA **Password** here

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.

* Those producers selling in any state other than Arizona