

CIGNA HEALTH SPRINGS (LEON)  
EXAMPLE OF CONTRACTING EMAIL INSTRUCTIONS

## Correo de Cigna HealthSprings

**NOTE: ALL required courses/training, including the National Medicare Training, MUST be successfully completed prior to conducting any business on behalf of Cigna-HealthSpring. ANY business written on behalf of Cigna-HealthSpring, without the successful completion of all contracting and certification requirements as indicated in your signed Cigna-HealthSpring contract, will not be eligible for any compensation and could result in termination. The steps necessary to access and complete your Cigna-HealthSpring certification are listed below:**

What's next?

In 5 days from the date of this letter, you will be able to begin your certification by following the instructions outlined below:

1. Access the certification website at: <https://www.cignahealthspringproducers.com/>
2. Enter your National Producer Number (NPN) as: 18396125 and click "Continue"
3. Complete all of the required fields.
4. Select your National CMS Medicare Training Provider. If you have already completed your National CMS Medicare Training via AHIP please select AHIP as your provider and you will have an opportunity later to transfer your score and receive credit.
5. Once you have successfully completed registration, your certification account will be created and your username will be displayed. You will now use this username and password, to log-in to the certification system. This username and password will also be used for any subsequent visits that you make to this site so please make a note of it!
6. Once you are logged in, please select the "TRAINING" link and a list of required and recommended courses will be displayed on this page for your completion.

### **Once you complete the certification, you will receive the following RTS Email:**

Congratulations! You have successfully completed the required Cigna-HealthSpring training for new agents. This letter will provide you with important information about your relationship with Cigna-HealthSpring. Please save this email and refer back as appropriate. We welcome your partnership!

Your Account Manager, **Gelcys Gayoso** - can be contacted at [Gelcys.Gayoso@lmchealthplans.com](mailto:Gelcys.Gayoso@lmchealthplans.com). Your topline agency is **IGROUP SENIOR MARKETS, LLC** and your direct upline agency is **LIVING SECURE INSURANCE ADVISORS**.

#### Your State Appointments

You are currently contracted and appointed to sell MAPD in the following States. You are ONLY approved to sell in the below states and no others. If you intend to sell Cigna-HealthSpring products in additional state(s), please contact your topline agency with your Agent ID (listed below) and request to be appointed.

#### **FL**

#### Your Writing Number/Agent ID

Your Cigna-HealthSpring writing number/Agent ID has been assigned as follows: **6466537**. This agent ID is required on enrollment applications and cover sheets.

#### Your Agent Tools

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As a new agent with Cigna-HealthSpring you are now set up with the access needed to connect to agent tools. There is a hyperlink to navigate to the tool and the resource guides are attached to this email. The hyperlinks direct to Cigna HealthSpring Producer's University resource library-you must log in first to view. The direct links can be found on the corresponding resource guides attached.

- [CustomPoint](#): Online tool available to **FIELD** agents for ordering Sales Kits. Please wait 48-72 hours before attempting logon to Custom Point. *Guide attached to email.*
- [e-Enrollment](#): Online tool that allows **FIELD** agents to walk an enrollee through a quick, paperless electronic application. It is available via laptop and tablets like the iPad. *Guide attached to email.*
- [Scope Of Appointment Form](#): *Form, job aid with completed form example attached to email.*
  - A completed signed agreement from the beneficiary to meet and discuss enrollment into a MAPD plan is required. Must be completed for every application at the time of submission.
    - Can be completed telephonically (telescope) or through a form-*more details in scope of appointment job aid attached*
  - Producer University Links (sign in first, then click the hyperlink)
    - [Link to scope of apppointment form](#)
    - [Link to scope of appointment job aide for more information](#)
- [eAgent](#): The Cigna-HealthSpring Online Agent Portal that allows agents to view and manage leads, scheduled appointments and applications. *Guide attached to email.*
- [Broker Sales Tool](#): Online provider directory tool for agents.
  - LINK: <https://providersearch.hsconnectonline.com/OnlineDirectory>
- [HealthSpring Provider Spreadsheet](#): Excel spreadsheet with a list of PCPs and specialists updated from same data as Broker Sales Tool. Housed in the Resource Library. Navigate to appropriate region on map. Useful for low connectivity instances.
  - LINK: <https://www.cignahealthspringproducers.com/Apps/Medicare/Custom/HealthSpring/Resources.aspx>
- [Sales Presentation Checklist](#): For field agents conducting sales events, a reference guide and checklist to have a successful and compliant presentation. *Checklist attached to email.*
- [Rules of Engagement](#): Agent Handbook detailing requirements, management, contracting, commissions and other important information you must comply to. *Attached to email.*

#### Important Contacts

- [HealthSpring Agent Assistance Line \(HAAL\)](#): The HAAL *Guide is attached.*
  - Call 866-442-7516 or email at [haal@healthspring.com](mailto:haal@healthspring.com)
- Commissions Email Box: [commissions@healthspring.com](mailto:commissions@healthspring.com)
  - Email box where agents can send any questions directly related to commission payments.

#### Reminders

- [Fax Cover Sheet](#)
  - Please remember to include a completed fax cover sheet when sending in your completed applications within the first 24-48 hours as a cover sheet to log the customer applications and also to protect customer data.
  - When faxing several applications at one time, please include a cover sheet as the first page of each application.
  - If you need additional cover sheets, visit: <http://www.cignahealthspringproducers.com>