

Roadmap to 2024 Cigna Certification

EASY STEPS TO COMPLETING
CIGNA HEALTHCARE'S 2024 MEDICARE ADVANTAGE
AND PRESCRIPTION DRUG PLAN CERTIFICATION



Your Path to 2024 Certification

- Access Producers' University from Cigna for Brokers or log on at CignaMedicareProducers.com
- Complete all the required training on your learning track or take advantage of our test-out option
- Pass each exam with a score of at least 85%
- You'll have 3 attempts to pass each course
- [Launch](#) and complete AHIP (America's Health Insurance Plans) or Pinpoint Medicare Training directly from your track
- You can also upload a certificate from NABIP (formerly NAHU)

2024 Certification - Making It Easier for You

Reduced number of courses

Shorter course length

Test-out option

Other Highlights

- Returning agents are again **exempt** from completing the ***Selling with Integrity*** course.
- VBE HRA training is **no longer a separate or standalone course** - We have embedded the content as a downloadable PDF in ***Our Compliance Program***.
- There is no separate PDP certification for agents who hold licenses in our MAPD states. The MAPD Products and Benefits Overview qualifies you to sell our Standalone PDP plans, which will be commissionable for sales effective as of 1/1/2024.
- Agents who only hold licenses in states where Cigna does not have an MAPD product will be assigned the standalone PDP course on the PDP-Only track.



2024 Certification Training Tracks

The test-out option is **separate** from your training track. To take advantage of the option:

- Launch the test-out track
- Complete each test-out exam
- If successfully completed, you will only need launch to your assigned track and successfully complete the Attestations and AHIP or Pinpoint Medicare Certification

Test-Out Track

Test-Out Track

You have 1 attempt to test-out of any of the courses below. You must achieve an 85% score on the test. If you do not pass, you will need to go back to your track and complete both the course and the exam.

Please note that the Attestations course does not include a test-out option. It must be launched and completed from your track.

0% 3 Courses 30 Min

Not Started	Not Started	Not Started
Test-Out Exam for Selling with Integrity	Test-Out Exam for Cigna-Healthcare Products and...	Test-Out Exam for Our Compliance Program
15 Min 2 Modules	15 Min 2 Modules	15 Min 2 Modules

Training Tracks

On the regular training tracks, each certification training module is separate from the exam. You must successfully complete the training before taking the associated exam. The Attestations course does not include an exam. Note that if you successfully test-out of a course it will be automatically marked complete in your learning track.

*External Field and Telesales Learning Track

The screenshot displays a learning track interface. At the top, a progress bar shows 0% completion. To the right of the progress bar, it indicates '7 Courses' and '63 Min' total duration. Below the progress bar is a grid of 9 course cards, each with a 'Not Started' status. The courses are:

Course Title	Duration	Modules
Cigna-Healthcare Products and Benefits Overview	20 Min	1 Module
Cigna-Healthcare Products and Benefits Overview Exam	0 Min	1 Module
Our Compliance Program	30 Min	1 Module
Our Compliance Program Exam	15 Min	1 Module
2024 Attestations	10 Min	1 Module
Medicare Certification	0 Min	3 Modules
Certification Evaluation	3 Min	1 Module
Selling with Integrity	15 Min	1 Module
Selling with Integrity Exam	15 Min	1 Module

*Selling with Integrity Course and Exam are only required for new agents. Returning agents are exempt.

*PDP-Only Track (Agents Only Licensed In Cigna Non-MAPD States)

The screenshot displays a dashboard titled "PDP-Only Markets" with a progress bar at 0%. It lists four courses:

- Cigna-Healthcare Prescription Drug Plan (PDP)**: 15 Min, 1 Module
- Cigna-Healthcare Prescription Drug Plan (PDP) Exam**: 15 Min, 1 Module
- Medicare Certification**: 0 Min, 2 Modules
- Certification Evaluation**: 3 Min, 1 Module

Test-Out Track for PDP-Only

The screenshot displays a dashboard titled "Test-Out PDP Track" with a progress bar at 0%. It lists one course:

- Test-Out Exam for Cigna-Healthcare Prescription Drug...**: 15 Min, 2 Modules

*Only agents who are licensed in a state where Cigna Healthcare does not have a 2024 Medicare Advantage plan will be assigned this track. You may choose the test-out option by launching the Test-Out Track for PDP-Only.

AHIP Reimbursement

Cigna will reimburse the cost of your **AHIP (\$125), Pinpoint (\$99.95), or NABIC (\$100)** certification if you:

- Complete all 2024 certification requirements by September 1, 2023
- Sell at least six (6) fourth (4th) quarter 2023 or January 1, 2024, MAPD plans (PDP plans do not apply, and fourth quarter sales must be effective Oct 1, Nov 1, or Dec 1, 2023)

External Call Center Agents are not eligible for reimbursement under this policy.

IMPORTANT INFORMATION

You may log on to Producers University to launch your AHIP certification.

- If you have already completed AHIP, simply [click this link](#) and log on to the AHIP site to transmit your completions to Cigna (no need to manually upload a certificate)
- You can launch the Pinpoint certification directly from your assigned learning track
- Agents taking NABIP (formerly NAHU) will need to manually upload their certificates to Producers' University

Important Note:

If you started 2023 certification and did not successfully complete all requirements including uploading your AHIP certificate prior to our system on June 22nd, you are not certified to sell 2023 products/plans. The good news is that 2024 certification also certifies you for the remainder of 2023.

Questions? Contact the Cigna Agent Resource Line (CARL) at 866-442-7516 or at CARL@cignahealthcare.com for all certification related support.

