



## Cigna Partner Notes

Special Edition

We know that meeting in person with your customers presents a challenge in this age of social distancing and shelter in place. **Cigna is excited to offer you a solution that allows you to compliantly enroll your customers into Cigna Medicare plans -- The Broker Enrollment Assistance line.**

Toll free numbers are as follows:

**Arizona enrollments: 866-619-8825**

**Enrollments in all other Cigna Medicare states: 866-619-9293**

Here's how it works:

- Follow CMS guidelines on permission to contact, SOA requirements and presentation requirements with your customer prior to calling the Cigna line
- Explain the process to your customer in advance of the call
- Call -- with your customer on the line -- once you have made the sale and customer is ready to enroll
- Introduce yourself and your customer to the enrollment specialist
- Provide customer name, customer MBI, plan selection, broker writing number and any other information requested by the enrollment specialist
- Once you provide all necessary information, the enrollment specialist will give the customer a call back number and will advise the customer to call back in order to complete the enrollment

- The enrollment process begins and you remain Agent of Record (AOR)

The Enrollment Assistance hours are Monday – Friday, 7:00 a.m. – 6:00 p.m. CST.

**It's important to note that you are the broker of record for this customer.**

**Please remember that with this designation, the responsibility of explaining benefits as well as confirming provider network and covered prescriptions falls to you. The Cigna enrollment specialists are instructed to facilitate the enrollment process only.**

In addition to the Enrollment Assistance line, we also offer you the ability to conduct a telephonic presentation with your customer and then mail in the application. Find step-by-step instructions [here](#) to learn how to execute a contract remotely while staying in compliance. Your broker sales representative can help you with this as well.

We are excited to offer you a variety of enrollment experiences for your customers. For questions, contact the Cigna Agent Resource Line (CARL) at 866-442-7516 or [CARL@Cigna.com](mailto:CARL@Cigna.com).



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Cigna Agent Resource Line:866-442-7516  
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