

# Your Roadmap to 2018 Certification



## Quick Ref. Guide

- Complete ALL your paperwork
- Head over to Cigna-HealthSpring Producers' University at <https://cignahealthspringproducers.com> and complete all the required training on your track
- You must pass each course with a score of at least 85%. You have 3 attempts to pass
- External Agents have a choice of launching and completing AHIP or Pinpoint Medicare Training from the Producers' University. They may also upload a 2018 certificate from AHIP, Pinpoint or Gorman Health
- Internal agents can only take the Pinpoint Medicare Training
- In addition to the AHIP, Pinpoint or Gorman Health Medicare Training/Certificate, all agents and agencies must complete the required Cigna-HealthSpring training on their assigned track
- Agents and Agencies that are assigned the 2018 Sales Contract (Subordinate Agent Agreement) will need to complete the contract prior to attesting to the Policies and Procedures Attestation and other courses
- The Policies and Procedures Attestation course contains 3 separate attestations: Policies, Rules of Engagement and Social Media
- All newly contracted agents will have an additional track - **New Agent Training**

### Field Agents

Field (click to expand or collapse)
REQ 2018 Sales Contract
REQ Cigna-HealthSpring Policies and Procedures Attestation
REQ Selling with Integrity - Field Sales Version
REQ Our Compliance Program
REQ Cigna-HealthSpring Products and Benefits Overview
REQ AHIP Medicare Training Switch to <u>Pinpoint \$70 (90 minutes)</u> or <u>Other</u> as your CMS Medicare Training provider.

### Additional track for Field and "Combined Field and Telesales" Agents

New Agent Training (click to expand or collapse)
REQ New Agent Training

### Combined - Telesales and Field sales Agents

<b>Combined Telesales and Field</b> (click to expand or collapse)	
REQ	2018 Sales Contract
REQ	Cigna-HealthSpring Policies and Procedures Attestation
REQ	Selling with Integrity - Combined Version
REQ	Our Compliance Program
REQ	Cigna-HealthSpring Products and Benefits Overview
REQ	AHIP Medicare Training Switch to <a href="#">Pinpoint \$70 (90 minutes)</a> or <a href="#">Other</a> as your CMS Medicare Training provider.

### Commissioned Telesales Agents

<b>Commissioned Telesales</b> (click to expand or collapse)	
REQ	2018 Sales Contract
REQ	Cigna-HealthSpring Policies and Procedures Attestation
REQ	Selling with Integrity - Telesales Version
REQ	Our Compliance Program
REQ	AHIP Medicare Training Switch to <a href="#">Pinpoint \$70 (90 minutes)</a> or <a href="#">Other</a> as your CMS Medicare Training provider.

### Employed and Seasonal Agents

<b>Internal and Seasonal</b> (click to expand or collapse)	
REQ	Selling with Integrity - Combined Version
REQ	Our Compliance Program
REQ	Cigna-HealthSpring Products and Benefits Overview
REQ	Cigna-HealthSpring Policies and Procedures Attestation
REQ	Pinpoint Medicare Training