

HOW TO CERTIFY

CIGNA HEALTHSPRING

Directions

EXAMPLE OF CIGNA CERTIFICATION

1
medicare
Fraud, Waste and Abuse

Marketing Medicare Advantage and Part D Prescription Drug Plans
Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements

Welcome to Cigna HealthSpring's online certification training! Cigna HealthSpring is excited to partner with AHIP to offer this comprehensive education tool. This is the first step in your education and certification process to begin selling Cigna HealthSpring Health Medicare Advantage plans. With this knowledge and your commitment to always sell with integrity, you'll enjoy a long and prosperous relationship with Cigna HealthSpring.

If you are a broker who has previously completed the AHIP Medicare training, please register with your existing account information.

Instructions

Please complete required modules in order to access and complete the Final Exam.

AHIP's Medicare Fraud and Abuse Training component requires successful completion of AHIP's Medicare Training Final Exam. Once the Final Exam has been satisfied, access to the Fraud, Waste and Abuse training will be made available.

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.

My Certifications

AHIP Medicare Training (Recertification)

Completion Transmission

Send results to BCBS Tennessee

Transmit | Not at this time

AHIP Medicare Training (Recertification)

- 2020 - Part 1 - Overview of Medicare Program Basics, Choices, Eligibility and Benefits
- 2020 - Part 2 - Medicare Health Plans
- 2020 - Part 3 - Medicare Part D, Prescription Drug Coverage
- 2020 - Part 4 - Marketing Medicare Advantage and Part D Plans
- 2020 - Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans
- 2020 - Final Exam

STEP 1:

- Navigate to the [Cigna Medicare Producers' University](#).
- Log in or register a new account.

2
Cigna

Request Support | My Pro

Welcome Admin G440986

LEARNING CENTER

My Learning | My Transcript | Reporting | Training Calendar | Resource Library

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STEP 2:

- Once in the Learning Center, select **My Learning** to see your available certification courses.

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Home | My Learning | My Transcript | Training Calendar | Resource Library |

My Learning

REQ = Required Course REC = Recommended Course

Field	Status	Date Completed
REQ 2020 Attestations	Complete	7/9/2019
REQ Selling with Integrity - Field Sales Version	Complete	7/9/2019
REQ Selling with Integrity - Field Sales Version Exam	Complete	7/9/2019
REQ Our Compliance Program	Complete	7/9/2019
REQ Our Compliance Program Exam	Complete	7/9/2019
REQ Cigna-Medicare Products and Benefits Overview	Complete	7/9/2019
REQ Cigna-Medicare Products and Benefits Overview Exam	Complete	7/9/2019
REC Certification Evaluation	Incomplete	
AHIP Medicare Training	Complete	7/8/2019

STEP 3:

- Under the **Field** section, you will see a list of all the available training, as well as completion status and date completed.
- Select **AHIP Medicare Training** first.

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4 Medicare Fraud, Waste and Abuse

Marketing Medicare Advantage and Part D Prescription Drug Plans
Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements

Welcome to Cigna-HealthSpring's online certification training! Cigna-HealthSpring is excited to partner with AHIP to offer this comprehensive education tool. This is the first step in your education and certification process to begin selling Cigna-HealthSpring Health Medicare Advantage plans. With this knowledge and your commitment to always sell with integrity, you'll enjoy a long and prosperous relationship with Cigna-HealthSpring.

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5 My Learning

Home | My Learning | My Transcript | Training Calendar | Resource Library |

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6 Products and Benefits Overview

Products and Benefits Overview

2020 Certification

Together, all the way.

Cigna

STEP 4:

- You will be redirected to the AHIP website, but through Cigna's site license. From here you will be asked if you want to transmit your certification to Cigna.
- Click **Transmit**.

STEP 5:

- Once you have transmitted your AHIP certification, return to the **Learning Center** and complete all the required courses under the **Field** section (marked **REQ.**)

STEP 6:

- The certification course will begin.
- Some slides will prompt you to interact with certain items onscreen to move to the next slide.
- Once you are finished with each slide, use the arrows to go forward to the next slide, or back to the previous.

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EXAMPLE OF CIGNA CERTIFICATION

7 Products and Benefits Overview

Return to Navigation Exit

Wrap Up

Thank you for taking the time to complete this training. As you continue to market our 2019 products and get ready for an unprecedented 2020 AEP success with Cigna Medicare, remember to do everything compliantly and seek first to meet the need of each Medicare Advantage beneficiary. You and Cigna. Together, All the way!



8 Compliance Program Exam

1. Tim, a sales agent completed the review of Cigna policies and procedures and signed the attestation to comply last year. Will Tim be required to complete the review and attestation again this year?
 - A. Only direct employees of Cigna are contractually obligated to review the policies and procedures and sign an attestation yearly.
 - B. No, the attestation is only a one-time requirement and is not required yearly.
 - C. Cigna does not have any policies, procedures reviews, and/or attestation requirements for broker agents.
 - D. All sales agents of Cigna are contractually obligated to review and abide by the policies and procedures and sign an attestation yearly.
2. Shelly Brown, a broker agent, shares the same office space and equipment with her real estate agent sister, Simone. Simone often provides MA leads to Shelly and both cooperate closely together. Considering their family and professional ties, which of the following safeguards are necessary for Shelly to implement in securing beneficiaries' data?
 - A. Refraining from disclosing confidential information in phone conversations when others are present.
 - B. Store all protected, printed information in a locked cabinet that is separate from her sister's.
 - C. Both A&B.
 - D. None of these.
3. Kate, a broker sales agent, suspects a disclosure of a member's PHI and decides to report her suspicion to the privacy officer. Turns out after investigation that there really was no disclosure of PHI. Which of these options appropriately describes her actions?
 - A. She should have been a bit more restrained. She ended up wasting the investigators' time.
 - B. She did the right thing; reasonable suspicions of disclosure of PHI should be reported.
 - C. She should have reported only to her manager, never to the privacy officer.
 - D. She should have made certain that there was a disclosure before reporting.

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Results Summary
Score: 100
Completion: Passed
Congratulations [name] you scored a 100 and passed!

View Answer Feedback Exit Exam 2/25/2020 2:15 PM

STEP 7:

- After the last slide, you will enter the assessment. Here you will be quizzed on the information from the training.
- You must score at least 85% to complete the course.

STEP 8:

- The 10 question assessment will begin. Once you have answered all the questions, click **Submit**.

STEP 9:

- After the assessment, you will see your score.
- Click **Exit Exam** to return to the My Learning center and begin the next required course.
- Once all of the required courses are completed, scroll down to try out some of the recommended courses.