

State Appointment Fee Disclaimer:

Certain carriers may require state appointment and/or licensing fees, which vary by carrier, subsidiary company, and state. Agents are responsible for any applicable fees associated with requested appointments. Please review the State Fee Chart provided for current fee information and be mindful of potential costs before requesting appointments.

Please allow 45 days from the policy effective date before following up on commissions.

Click a carrier below to jump directly to its section:

- [Cigna/HealthSpring Medicare Advantage/Part D Plans](#)
- [Cigna/HealthSpring Medicare Supplements](#)
- [Devoted](#)
- [Aetna Medicare Advantage/Part D Plans](#)
- [Aetna Medicare Supplements](#)
- [UHC Medicare Solutions](#)
- [Anthem/Elevance](#)
- [Medico](#)
- [Humana](#)
- [Wellcare](#)

Carriers



Cigna/HealthSpring Medicare Advantage/Part D Plans

Onboarding

After you request to get contracted, you will receive an onboarding email from donotreply@evolvenxt.com with a link to complete your onboarding.

- If you do not receive/cannot find your onboarding email after 5 business days, please contact OCI.
- Submitted onboarding can take up to **2 weeks** to process with the carrier.
- **Onboarding link is active for 30 days.**

Certifications & Training (*click here for guide*)

Access the certification website [HERE](#)

- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required training on your learning track or take advantage of our test-out option.
 - AHIP or equivalent is required.
 - Modules: Attestations, Compliance program, Cigna/HealthSpring Products and Benefits Overview, HRA, Selling with Integrity (not required for returning agents), PDP Only (N/A unless you're in a PDP only state).

If you cannot get registered with Cigna/HealthSpring, please see the contact information below.

- Cigna/HealthSpring Broker Services: 877-244-6215
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestations – Certifications will process with the carrier once completed (up to 3 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at carl@cigna.com



Cigna/HealthSpring Medicare Advantage/Part D Plans

Cigna/HealthSpring Broker Registration Tips and Tricks

- To create a new HealthSpring account, the agent will need to create a username, password, enter email address, and specify relationship to HealthSpring.
- If you still cannot get registered with Cigna/HealthSpring, please see the contact information below.
 - Cigna/HealthSpring Broker Services: 877-244-6215
- Certifications must be completed within 90 days, or the appointment will be closed.
 - You are NOT considered ready to sell until you've completed all certification courses including the attestations – Certifications will process with the carrier once completed (up to 3 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at carl@cigna.com

Confirmation

- Agent will receive confirmation via email from contractingmailbox@healthspring.com with the subject "Cigna/HealthSpring Medicare PDP Welcome and Important Information".
- OCI does not get CC'd on this email and instead receives reporting from the carrier once per week. As a result, there will be a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Please allow 45 days from the policy effective date before following up on commissions.



Cigna/HealthSpring Medicare Supplements

Onboarding	State appointment fees may apply. See State Fee Chart for details. • After you request to get contracted, you will receive an onboarding email from donotreply@evolvenxt.com with a link to complete your onboarding. • If you do not receive/cannot find your onboarding email after 5 business days, please contact OCI. • Submitted onboarding can take up to 2 weeks to process with the carrier. • Onboarding link is active for 30 days.
Certifications & Training	• Not required for Medicare Supplement.
Confirmation	• Confirmation email is from contractingmailbox@healthspring.com ◦ Important note - LA, MT, OK, PA and WI are the only pre appointment states all other states are JIT and won't show "Active" until business is submitted. • To quote and enroll, please click HERE ◦ For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com Please allow 45 days from the policy effective date before following up on commissions.

Onboarding

After you request to get contracted, you will receive an email from contracting@ociservices.com with a registration link to complete.

- If the onboarding isn't received after 5 business days, reach out to OCI.
- After registration is complete, you will receive an email to verify your email address and set a password for your Agent Portal account.
 - Once this is complete, you can log in to your Agent Portal account.
 - You need to click "Get Started" on the welcome screen after logging in.

Certifications & Training

- Access Certification Website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required certification.
 - AHIP or equivalent is required.
- You are NOT considered ready to sell until you've completed all certification courses including the attestation – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at 1-877-764-9446

Confirmation

- Agents will be able to see their ready-to-sell status in their own portal.
- OCI is not notified of ready-to-sell status and receives reporting from the carrier once a week. Due to this, there is a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

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Aetna Medicare Advantage/Part D Plans

Onboarding

- After you request to get contracted, you will receive an email from donotreply@contracting.aetna.com with an onboarding link to complete.
 - If the onboarding isn't received after 5 business days, reach out to OCI.
 - Submitted onboarding can take up to **2 weeks** to process with the carrier.
 - **Onboarding link is active for 60 days.**
- Once onboarding is processed, you will receive an email from donotreply@contracting.aetna.com with the subject "Your Aetna Medicare contract has been approved!"
- This does **NOT** indicate ready-to-sell status, as certifications and trainings must be completed after this email is received.

Certifications & Training (click [here](#) for guide)

- Access certification website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required certifications.
 - AHIP or equivalent is required.
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestations – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at brokersupport@aetna.com

Confirmation

- Agent will receive confirmation email directly from the carrier.
- OCI does not get CC'd on this email and instead receives reporting from the carrier once per week. As a result, there will be a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Please allow 45 days from the policy effective date before following up on commissions.



Aetna Medicare Supplements

Onboarding

- After you request to get contracted, you will receive an email from contracting@ociservices.com with SureLC link to review and sign contracting paperwork.
- If the onboarding isn't received after 5 business days, reach out to OCI.
 - Use the **last 6 digits of your SSN** and date of birth to login to SureLC.
- Once you review and sign the contracting paperwork, it comes back to OCI.
 - The contracting team will double check the paperwork to ensure all sections are in good order before submitting it to the carrier for processing.
 - Carrier processing takes up to 2 weeks.

Certifications & Training

- Not required for Medicare Supplement.

Confirmation

- Confirmation email is from AetSSIWebAssist@AETNA.com with the subject line "You're ready to sell with Aetna Senior Supplemental Insurance".
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Please allow 45 days from the policy effective date before following up on commissions.



UHC Medicare Solutions

Onboarding

State appointment fees may apply. See [State Fee Chart](#) for details.

- After you request to get contracted, you will receive an email from UHC_Contracting@sircon.com with an onboarding link to complete.
 - If the onboarding isn't received after 5 business days, reach out to OCI.
 - Submitted onboarding can take **1-2 weeks** to process with the carrier.
 - **Onboarding link is active for 60 days.**
- After onboarding is processed, you will receive an email from UHC_Contracting@sircon.com containing their next steps.
 - Conflict of Interest Requirement.
 - How to register and access certifications with your Party ID.

Certifications & Training

***Even if you only plan to sell Medicare Supplements with UHC, they require certifications to be completed.**

- Access certification website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required certifications.
 - AHIP or equivalent is required.
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestation – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at 1-888-381-8581

Confirmation

- The agent will receive a welcome email from UHC_Contracting@sircon.com with their writing number.

Please allow 45 days from the policy effective date before following up on commissions.

Assignment of Commissions

- After writing number is assigned, the agent will receive an email from contracting@ociservices.com with an AOC form.
 - AOC must have a wet signature or an E signature that includes signature receipt.
 - Send signed form back to contracting@ociservices.com for submittal.
 - AOC processing 24-48 hours
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Onboarding

State appointment fees may apply. See [State Fee Chart](#) for details.

- After you request to get contracted, you will receive an email from Software.support@Anthem.com with an onboarding link to complete.
 - If the onboarding isn't received after 5 business days, reach out to OCI.
 - Submitted onboarding can take **1-2 weeks** to process with the carrier.
- **Onboarding link is active for 15 days.**
- Once onboarding is processed, you will receive an email directly from the carrier.
 - This does **NOT** indicate ready-to-sell status, as certifications and trainings must be completed after this email is received.

Certifications & Training

***Even if you only plan to sell Medicare Supplements with Anthem/Elevance, they require certifications to be completed.**

- Access certification website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required certifications.
 - AHIP or equivalent is required.
 - Modules: Addendum, HMO, PPO, PDP, SNP
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestation – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please use the link below to find contact information specific to your state.
 - <https://brokerportal.anthem.com/apps/ptb/public/contactus>

Confirmation

- The agent will receive a welcome email directly from AnthemMedicareCertification@anthem.com with their writing number.
 - OCI does not get CC'd on this email and instead receives reporting from the carrier once per week. As a result, there will be a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Please allow 45 days from the policy effective date before following up on commissions.

Onboarding

- After you request to get contracted, you will receive an email from contracting@ociservices.com with SureLC link to review and sign contracting paperwork.
- If the onboarding isn't received after 5 business days, reach out to OCI.
 - Use the **last 6 digits of your SSN** and date of birth to login to SureLC.
- Once you review and sign the contracting paperwork, it comes back to OCI.
 - The contracting team will double check the paperwork to ensure all sections are in good order before submitting it to the carrier for processing.
 - Carrier processing takes up to 4 weeks.

Certifications & Training

- Not required for Medicare Supplement.

Confirmation

- Confirmation email is from noreply@wellabe.com
 - To quote and enroll, please click [HERE](#)
- For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

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Onboarding

- After you request to get contracted, you will receive an email from donotreplypo@humana.com with an onboarding link to complete.
 - If the onboarding isn't received after 5 business days, reach out to OCI.
 - Submitted onboarding can takes up to **2 weeks** to process with the carrier.
 - **Onboarding link is active for 30 days.**
- Once onboarding is processed you will receive an email directly from the carrier.
 - This does **NOT** indicate ready-to-sell status, as certifications and trainings must be completed after this email is received.

Certifications & Training (click [here](#) for guide)

- Access certification website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- There is no testing.
- Complete all the required modules.
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestations – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at agentsupport@humana.com

Confirmation

- The agent will receive a welcome email directly from the carrier with their writing number.
 - OCI does not get CC'd on this email and instead receives reporting from the carrier once per week. As a result, there will be a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

Please allow 45 days from the policy effective date before following up on commissions.

Onboarding

- After you request to get contracted, you will receive an email from Centene@evolvenxt.com with an onboarding link to complete.
 - If the onboarding isn't received after 5 business days, reach out to OCI.
 - Submitted onboarding can take up to **2 weeks** to process with the carrier.
 - **Onboarding link is active for 30 days.**
- Once onboarding is processed you will receive an email from the carrier.
- This does **NOT** indicate ready-to-sell status, as certifications and trainings must be completed after this email is received.

Certifications & Training (click [here](#) for guide)

- Access certification website [HERE](#)
- Current certifications are for 2026 products. Recertification for 2027 products will tentatively begin in July 2026. A specific date has not been released at this time but will be provided when available.
- Complete all the required certifications.
 - AHIP or equivalent is required
- **Certifications must be completed within 90 days, or the appointment will be closed.**
- You are **NOT** considered ready to sell until you've completed all certification courses including the attestations – Certifications will process with the carrier once completed (up to 2 weeks).
- If you have any issues with the carrier's website, please contact the carrier directly at 1-866-822-1339

Confirmation

- Agent will receive confirmation email directly from the carrier.
 - OCI does not get CC'd on this email and instead receives reporting from the carrier once per week. As a result, there will be a delay in your OCI account appointment status.
- To quote and enroll, please click [HERE](#)
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com

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