

Carriers

- Cigna Medicare Advantage/Part D
- Cigna Medicare Supplements
- Aetna Medicare Advantage/Part D
- Aetna Medicare Supplements
- UHC Medicare Solutions
- Anthem/Elevance
- Medico
- Humana
- Wellcare

Onboarding

After you request to get contracted, you will receive an email from producerexpress@sircon.com with an onboarding link to complete.

- If the onboarding isn't received after 7 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**

Next Steps

- After Cigna processes the onboarding, you will receive another email from producerexpress@sircon.com with the subject line "Finalization of Cigna Medicare Appointment Requests"
- Carrier requires a 5-day waiting period from the date you receive the "Finalization of Cigna Medicare Appointment Requests" email before certifications are open to complete
 - Email states onboarding is processed and the next steps (Example below)
 - In **5 days** from the date of this letter, AGENT NAME will be able to begin certification by following the instructions outlined below:

1. Access the certification website at: <https://CignaMedicareProducers.com>
2. In the login box click the hyperlink in **Click here to register** if you are a first-time user.
3. Click **Retrieve NPN**.
4. Enter your SSN and last name, and then click **Search**.
5. When your information is found, click **Use Selected**.
6. Click **Continue**.
7. On the registration page, confirm your personal information, select the Markets where you are licensed from the list provided, and create a password. (The CMS Medicare Training provider will be defaulted to Pinpoint. You will have the opportunity to change this from your learning track once you login.)
8. Click **Register**.

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

- Access certification website [here](#)
- Current certifications are for 2025 products. Recertification for 2026 products will tentatively begin in July 2025. 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 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)

Cigna Broker Registration Tips and Tricks

- When registering an account, it will ask you to enter your last name and an access code. The access code instructions are as follows:
 - Cigna Writing #
 - If your Cigna Writing # does not already include a letter in front, use the letter "C."
 - Then, enter the last six digits of your Social Security Number or Federal Tax ID number
 - Finally, type in the letter "A"
- Example: C + 6-digit writing number + last 6 of SSN + A = C123456123456A

**Cigna Broker Registration
Tips and Tricks**

- If this does NOT work, here is some feedback we have received from other agents:
 - You need to register in all caps.
 - You can try your Cigna Writing # with no "B," last six of your Social Security Number, and a capital "A" on the end.
 - The access code may need an extra "C" at the beginning.
- If you still cannot get registered with Cigna, please see the contact information below.
 - **Cigna Broker Registration/Login Help: 1-800-995-9324**
- 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 Medicare PDP Welcome and Important Information"
 - OCI does not get CC'd on this email 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



Cigna Medicare Supplement

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 complete the review and sign portion the paperwork comes back to OCI.
 - The contracting team double checks the paperwork to ensure all sections are in good order before submitting the paperwork to the carrier for processing.
 - Carrier processing takes up to 6 weeks

Certifications & Training

- Not Required for Medicare Supplement

Confirmation

- Confirmation email is from CSBNotice@cigna.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



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 process you will receive and email from donotreply@contracting.aetna.com with the subject "Your Aetna Medicare contract has been approved!"
- This does **NOT** indicate ready to sell status, 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 2025 products. Recertification for 2026 products will tentatively begin in July 2025. 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 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



Aetna Medicare Supplement

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| Onboarding | <ul style="list-style-type: none">• 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<ul style="list-style-type: none">◦ Use the last 6 digits of your SSN and date of birth to login to SureLC• Once you complete the review and sign portion the paperwork comes back to OCI.<ul style="list-style-type: none">◦ The contracting team double checks the paperwork to ensure all sections are in good order before submitting the paperwork to the carrier for processing.◦ Carrier processing takes about up to 2 weeks. |
| Certifications & Training | <ul style="list-style-type: none">• Not Required for Medicare Supplement |
| Confirmation | <ul style="list-style-type: none">◦ 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<ul style="list-style-type: none">◦ For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com |
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UHC Medicare Solutions

Onboarding

- 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

- Access certification website [here](#)
- Current certifications are for 2025 products. Recertification for 2026 products will tentatively begin in July 2025. 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 888-381-8581

Confirmation

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

Assignment of Commissions

- After writing number is assigned the agent will receive and 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



Anthem/Elevance

Onboarding

- 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, certifications and trainings must be completed after this email is received

Certifications & Training

- Access certification website [here](#)
- Current certifications are for 2025 products. Recertification for 2026 products will tentatively begin in July 2025. 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 contact the carrier directly at 877-304-6470

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 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



Medico

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| Onboarding | <ul style="list-style-type: none">• 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<ul style="list-style-type: none">◦ Use the last 6 digits of your SSN and date of birth to login to SureLC• Once you complete the review and sign portion the paperwork comes back to OCI.<ul style="list-style-type: none">◦ The contracting team double checks the paperwork to ensure all sections are in good order before submitting the paperwork to the carrier for processing.<ul style="list-style-type: none">▪ Carrier processing takes about up to 4 weeks |
| Certifications & Training | <ul style="list-style-type: none">• Not Required for Medicare Supplement |
| Confirmation | <ul style="list-style-type: none">▪ 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 |



Humana

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 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 directly from the carrier
 - This does **NOT** indicate ready to sell status, 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 2025 products. Recertification for 2026 products will tentatively begin in July 2025. A specific date has not been released at this time, but will be provided when available.
- There is no testing, **you do need to complete AHIP training**
- 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)
- 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 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



Wellcare

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, certifications and trainings must be completed after this email is received

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

- Access certification website [here](#)
 - Under Broker Self-Service Portal, click on "Single Sign-On Portal"
- Current certifications are for 2025 products. Recertification for 2026 products will tentatively begin in July 2025. 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 888-880-9247

Confirmation

- Agent will receive confirmation email directly from the carrier
- OCI does not get CC'd on this email 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](#)
 - Under Broker Self-Service Portal, click on "Single Sign-On Portal"
 - For any questions regarding quoting and enrolling, please contact our Individual Team at OCI at individualadmin@ociservices.com