OCI

Medicare One-Pagers

Carriers

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Cigna Medicare Advantage/ Part D Plans

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 Medicare Advantage/ Part D Plans

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

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 about 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

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

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 about 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

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 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, 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
- 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