

CIGNA INDIVIDUAL AND FAMILY PLANS

Frequently Asked Questions – November 2020

Q: Where do I go to access the Individual and Family Plans (IFP) broker portal?

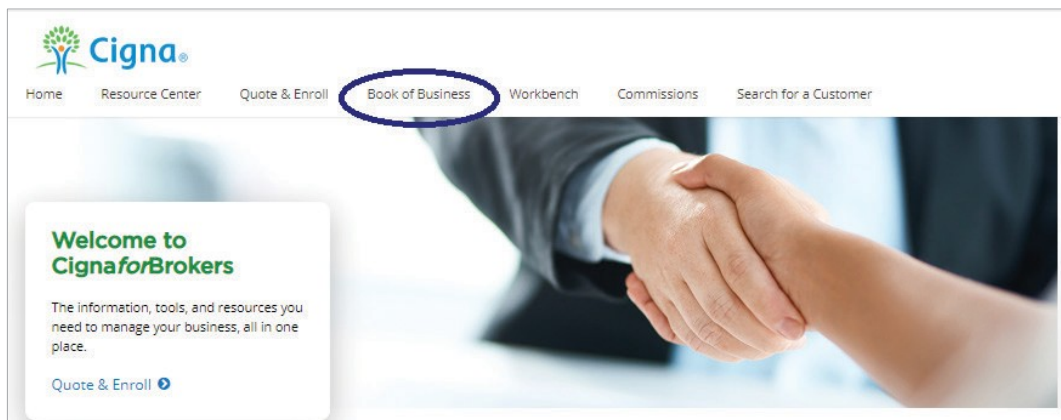
A: The broker portal can be accessed by going to CignaforBrokers.com. Instructions and your temporary password were included in your Welcome Letter when you received your IFP appointment. For additional login support, please call the Broker Support Team at **877.244.6215**.

Q: Who do I contact with general questions (such as status of quotes, enrollments and state appointments)?

A: You can call the Broker Support team at **877.Cigna.15 (877.244.6215)** 8:00 am – 8:00 pm EST, Monday through Friday.

Q: Where do I go to access details for my book of business?

A: Your book of business can be accessed by going to CignaforBrokers.com. Home Page → Book of Business tab (at the top of the screen).



Q: A marketplace customer is missing from my book of business. Where do I go for help?

A: For questions regarding a specific customer, you can call the Broker Support Team at **877.244.6215**. There may be a form we ask you to fill out with your customer’s details. In order to ensure your clients are listed in your book of business in a timely manner, please make sure you, and your agency if applicable, are listed as the broker of record on the marketplace application.

Together, all the way.®

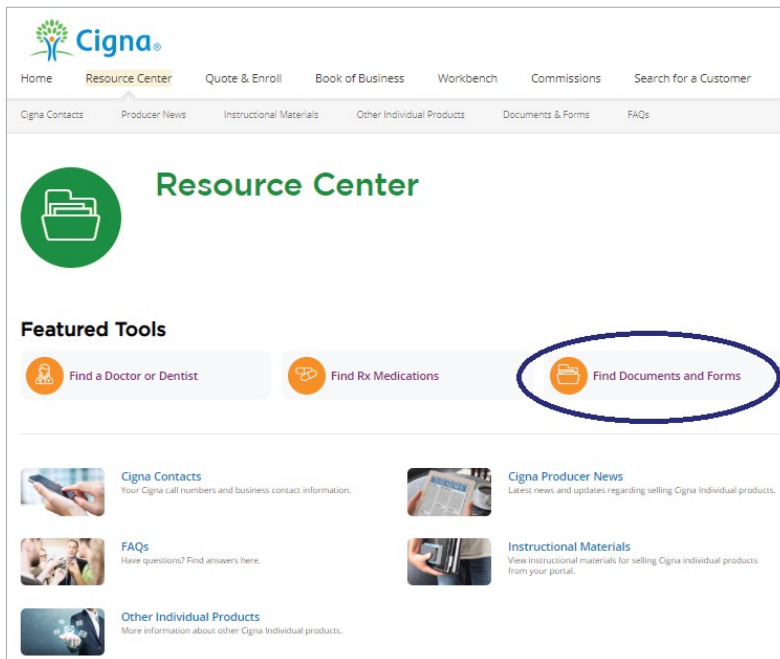


Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Q: Where do I find plan information and commission/bonus schedules?

A: Plan information, marketing materials and additional information to support you and the way you do business, can be accessed by going to CignaforBrokers.com.

Home page → Resource Center → Find Documents and Forms



Q: Where do I go to receive support on commissions?

A: We have two ways for you to receive commissions support. You can call the Commissions team at **800.903.7711** or email **ProducerCommissions@Cigna.com**. Please do not include PHI in your email requests or encrypt your email messages.

Q: Will Cigna IFP pay commissions on SEP business in 2021?

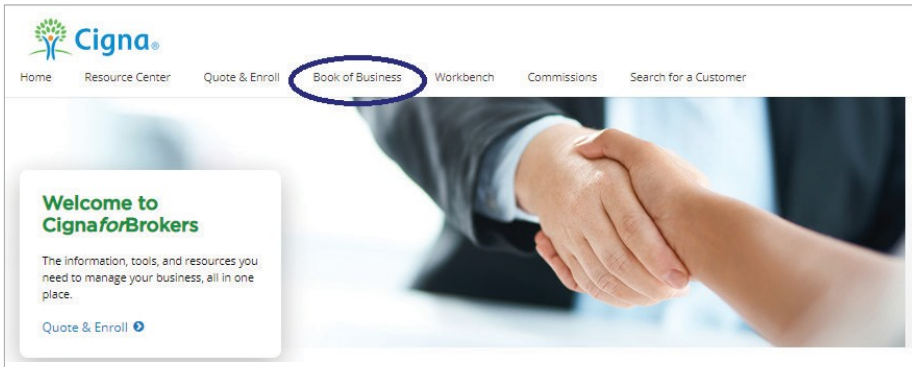
A: Yes, commissions will be paid for sales made all year long, including SEP. Commissions information and schedules can be found in the broker portal under the Document and Forms section. Medical commissions for applications one to four will be paid \$0 PMPM until the agent or agency reaches five medical applications. At that time any medical commissions due will be paid, starting from the first application. Please be advised producers will be paid commission for existing medical policies scheduled to renew 1/1/2021 under this 2021 commission schedule.

Q: Who should my clients contact regarding claims issues?

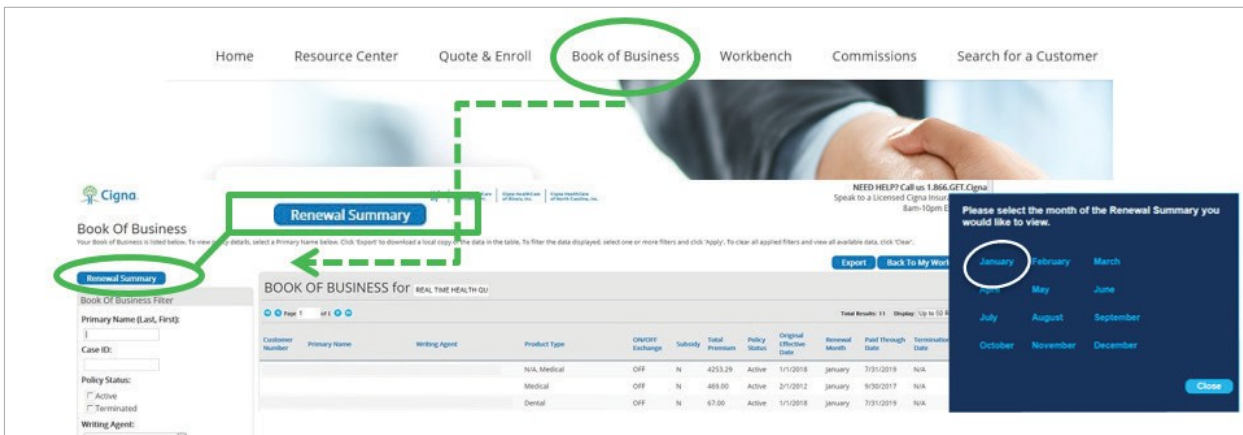
A: Customers can call Cigna Member Services at **800.Cigna.24 (800.244.6224)**, or **866.494.2111** for ACA and marketplace policy holders; available 24 hours a day, seven days a week. You are also able to assist your customers with claims issues, as long as we have a release on file. That form can be found at **Cigna.com** → Find a Form (bottom left) → Privacy Forms → Cigna Health Care Privacy Form.

Q: Where do I access my customers' renewal information?

A: Renewal information can be accessed through the customer level detail in your book of business.



An exportable renewal summary will also be available prior to Open Enrollment every year. The renewal summary can be found here.



Q: Where do I find policy information or additional information for my customers?

A: Supporting documents, forms and a number of additional resources can be found on Cigna.com/individuals-families/member-resources/ and CignaforBrokers.com.

Q: Where does Cigna currently offer IFP plans?

A: Cigna offers IFP plans in select counties in the following states: Arizona, Colorado, Florida, Illinois, Kansas, Missouri, North Carolina, Tennessee, Utah and Virginia.

Q: I am also interested in selling individual dental to my customers. Is that a separate appointment?

A: No, your IFP medical appointment also includes the IFP dental plans; a separate dental appointment is not necessary.

Q: Who do I contact regarding billing issues?

A: You can call the Broker Support team at **877.Cigna.15 (877.244.6215)** 8:00 am – 8:00 pm EST, Monday through Friday or email your questions to **Sales@Cigna-IFP.com**. Please do not include any PHI in your email, if necessary then please encrypt your message.

Q: Can my customer change their monthly payment method.

A: Yes, your customers can contact the IFP billing and enrollment department at **877.484.5967** 8:00 am – 8:00 pm EST, Monday through Friday or by clicking into MyBill area of the myCigna.com portal and navigating to their Account Vault. You are also able to assist your customers looking to update their payment method.

Q: Are there additional quick links that are important to me?

A: Yes, there are several quick links provided on the homepage of the broker portal and we have included them here.

- › Search IFP network providers at Cigna.com/ifp-providers
- › Medication formularies: Cigna.com/ifp-drug-list
- › Customer portal: myCigna.com
- › Broker portal: CignaforBrokers.com
- › Commission questions: Producercommissions@Cigna.com
- › On Exchange plan Binder Payments: CignaIndividual.com/payment or **877.900.1237**
- › Appointment status questions: AgentLicensingISG@Cigna.com



Commissions apply to all metal levels and plans sold on or off Marketplace. Sales made during an Open Enrollment or Special Enrollment Period are eligible. Advancing is not available.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company and Cigna Dental Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.