



The purpose of this communication is to outline the producer training requirements that must be met prior to distributing CIGNA Medicare products. CIGNA offers producers online training at <https://producertraining.cigna.com> beginning September 1, 2007.

Producers contracted to sell the CIGNA Medicare products must complete applicable lessons and pass the associated tests prior to marketing or selling CIGNA Medicare products.

CIGNA has six (6) lessons that cover its Medicare products. The table below shows which lessons are required for each product. For example, a producer must complete Lessons 1, 2, and 6 in order to market or sell the CIGNA Medicare Rx product.

- o At the **Sign On** screen, enter your CIGNA **Agent ID** into the “Username” field, and your **Password** into the “Password” field. If you do not know or do not have an Agent ID or Password, please contact your upline Agency or CIGNA HealthCare Representative.
- o At the completion of each lesson, you will be instructed to complete an assessment. You must complete a lesson before you can take the assessment. To successfully pass the assessment, you must attain a score of 80%. You may take each lesson and assessment as many times as necessary.

Lessons	CIGNA Medicare Products			
	CIGNA Medicare Access ¹	AZ CIGNA Medicare Select Plus Rx ²	AZ CIGNA Medicare Access ³	CIGNA Medicare Rx ⁴
Lesson 1 - Medicare Overview 2008	Required	Required	Required	Required
Lesson 2 - Producer Compliance 2008	Required	Required	Required	Required
Lesson 3 - Medicare Advantage Product 2008	Required			
Lesson 4 - Arizona CIGNA Medicare Select Plus Rx (HMO Plans) 2008		Required		
Lesson 5 - Arizona CIGNA Medicare Access (PFFS Plans) 2008			Required	
Lesson 6 - Medicare Prescription Drug Plan 2008				Required

¹ A Medicare Advantage Private Fee-for-Service product available in select counties in GA, IN, ME, NC, NH, NY, PA, SC, TN, TX, VA, VT
² A Medicare Advantage HMO plan with Prescription Drug Benefits available in Maricopa County and the city of Apache Junction in AZ
³ A Medicare Advantage Private Fee-for-Service product available in select counties in AZ
⁴ A Medicare Part D Prescription Drug plan available in all 50 states and the District of Columbia

Help Desk: [If you need assistance accessing or completing this training, contact the Help Desk as indicated below:](#)

- o **Phone:** 1-866-228-1920
- o **Hours:** 8:00 AM to 8:00 PM EST, Monday - Friday (Help Desk is not available on weekends or holidays)

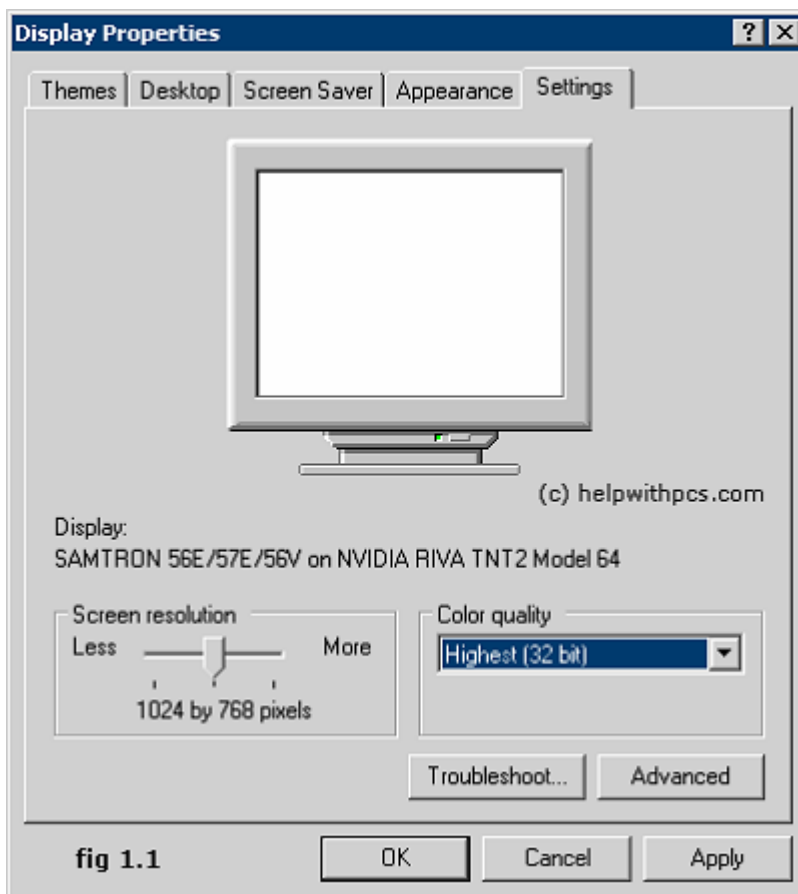
Note: The Help Desk will assist you in resolving access and technical questions. For questions related to lesson content, please contact your upline Agency or CIGNA HealthCare Representative.

Computer Settings: [Please be sure your computer has the following settings in order to maximize your usage of these courses:](#)

- You must have Adobe Flash Player version 8 or higher to view these courses. To download the latest version of Flash Player, please click <http://www.adobe.com/products/flashplayer/>. Please note that you will be directed away from this page, and you will need to log-in again.
- Your computer monitor must be set to 1024 x 768 pixel resolution. For instructions on how to change your monitor resolution, please see below.
- You must also disable your Pop-up Blocker to launch the courses (For Microsoft Explorer, Got to **Tools>Pop Up Blocker>Turn Off Pop-up_Blocker**).

[Changing Screen Resolution in Microsoft Windows](#)

1. Right-click on the desktop and then left click on **Properties** from the menu that appears.
2. The **display properties** dialogue box will appear as shown in **fig 1.1** below, click on the **settings tab** at the top right of the box.



3. Use the slide bar to change the resolution to 1024 x 768 and then click the **Apply** button.
4. After clicking **Apply** your screen will resize to the new resolution and you will be presented with a confirm dialogue box (see left), if you are happy with the way your screen looks then simply click **Yes**, if you would like to try a different resolution click **No**. When you have finished, close the Display properties box.
5. Please note that if you do not change the resolution to 1024 by 768 pixels, you will still be able to view the course, but you will need to scroll left/right and up/down to view the entire screen.

[Changing Screen Resolution in Apple Macintosh OS X](#)

1. Open System Preferences and click Displays to display its preferences.
2. Click the Display tab; your display's supported resolution settings are listed in the Resolutions pane, from the smallest to the largest size dimensions.
3. Select 1024 x 768
4. Quit or close the System Preferences when done.
5. Please note that if you do not change the resolution to 1024 by 768 pixels, you will still be able to view the course, but you will need to scroll left/right and up/down to view the entire screen.



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