

AgentView

Together, all the way.®



Welcome to AgentView

www.AgentViewCigna.com



- ✓ Create your own personal account
- ✓ View your New and Active customer information
- ✓ Track Production and Commissions
- ✓ Stay up to date on Product Availability
- ✓ Access Marketing Materials, Printable Applications, Brochures
- ✓ Order supplies easily through our new cart system
- ✓ Access Training Materials and Register for Webinars
- ✓ Access your Submitted applications
- ✓ Stay on top of Sales Incentives
- ✓ Access to ExpressApp – online quoting and submissions



Login page/Landing page

**WELCOME TO YOUR
ONLINE OFFICE**

AgentView

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EXPRESS APP
Express App Login

 **Cigna** Supplemental Benefits

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All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including American Retirement Life Insurance Company, Cigna Health and Life Insurance Company, Cigna National Health Insurance Company, Loyal American Life Insurance Company, Provident American Life & Health Insurance Company and Sterling Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Administering Medicare Supplement and Supplemental Health business for:
Continental General Insurance Company and Great American Life Insurance Company



Create an account



Welcome to Cigna

The information, tools, and resources you need to manage your business and complete enrollments.

Already registered?

Use your current username and password to log in.

Username [Forgot Username?](#)

Password [Forgot Password?](#)

Log In

Don't have an Account?

Let us help you get registered



Create Account



Create an account



Create Account - Step 1 of 4

Enter your personal information

Complete the fields below so we can verify your identity and ensure the security of your information.

Last Name

Access Code

Next [Back](#)

No Access Code?
[For U.S. Commercial \(employer sponsored plan\) – ONLY: Click here to request an Access Code for the U.S. Commercial Portal](#)

Having trouble registering?
For assistance, please call the applicable support number below, Monday – Friday, 8:00am – 8:00pm EST

Cigna Individual & Family Plans:
1 (877) Cigna15

Cigna Supplemental Benefits:
1 (877) 454-0923

Cigna Agent Resource Line (Previously known as HAAL):
1 (866) 442-7516

Cigna U.S. Commercial (employer sponsored plans):
1 (800) 261-6242



AgentView homepage

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Cigna

Welcome TEST CBAGENT, Unread Notices: 94

Supplemental Benefits
Logoff | Sitemap

Agency Management | Resource Center | Business Building | Express Way | Forms & Materials | Servicing Forms | Benefits & Incentives | Training | Notices | EXPRESS APP 2.0

home > welcome to agentview

Welcome to AgentView

[Agent FAQs regarding the Cigna and Buoy Health COVID-19 assessment tool.](#)

"Daily updates for New Agent registration, Policy data under the My Customers section, Commission data, and Production Reports will be updated after 10:00 am CST, except on the last day of the month when data will update the second business day. Agent Resource Center phone line hours: 8:00 am to 5:30 pm CST - 877-454-0923"

AGENTS: Make sure we have a valid email address for you and you have our email address CSBFieldComm@cigna.com on your safe list so you receive all of our important notices. If for some reason you accidentally unsubscribed and are no longer receiving our notices, email CSBAgentMarketing@cigna.com

Related Links

- Commissions

Quick Links [modify my links](#)

Select...

**A POLICY YOU CAN SELL,
A BRAND YOU CAN TRUST**

CURRENT NOTICES



Agency Management

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Agency Management | Resource Center | Business Building | Express Way | Forms & Materials | Servicing Forms | Benefits & Incentives | Training | Notices | EXPRESS APP 2.0

My Customers | Production Reports | Agent Inquiry | Commissions | Reports

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Agency Management | Resource Center | Business Building | Express Way | Forms & Materials | Servicing Forms | Benefits & Incentives | Training | Notices | EXPRESS APP 2.0

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Agency Management

We know that information is crucial for you to effectively manage your business. Agency Management gives you the tools you need to manage your current and future clients, view sales production reports, keep track of your commissions and understand your business with us.

My Customers



Track your **pending** business and manage your **inforce** block of business.

Production Reports



Quick & easy way to monitor all of your submitted & issued sales production.

Agent Inquiry



View valuable **agent contact information**, including resident & non-resident state appointments.

Commissions



Keep track of your **commissions** and understand the commissions paid on the business you sell.

Sales Reports



Check out newly created **Commission Report**.



My Customers: Recent Business

Agency Management Resource Center Business Building Express Way Forms & Materials Servicing Forms Benefits & Incentives Training Notices EXPRESS APP 2.0

home > agency management > my customers

My Customers

Recent Business will show you activity on new policies within the last 90 days. To check your in-force business, make sure you click on the Active Clients tab below.

Recent Business **Active Clients**

Owner Last Name:

Owner First Name:

Owner SSN: *Example: 123-45-6789*

Agent Last Name:

Agent First Name:

Case Number:

Company Name:

Case Status:

Product Name:

Activity Since: *(MM/DD/YYYY)*

Agent Number:

Issue State:

1



My Customers: Search Results

My Customers

Recent Business will show you activity on new policies within the last 90 days. To check your in-force business, make sure you click on the Active Clients tab below.

Recent Business **Active Clients**

Owner Last Name:

Owner First Name:

Owner SSN: Example: 123-45-6789

Agent Last Name:

Agent First Name:

Case Number:

Company Name:

Case Status:

Product Name:

Activity Since: (MM/DD/YYYY)

Agent Number:

Issue State:

Search

Note: Results below reflect the previous 90 days of pending & active business.

Last Activity Date	Owner Name	Agent Name	Agent No	Company	Status	Product ID	App Received Date	Case No.	Activation Date	Notes	Expected Premium
1/04/2021		Agent 1, Test	CB01234	CHLIC	P	MIM16A80	1/04/2021	80Y0379310		View	\$3,129.63
1/04/2021		Agent 1, Test	CB01234	CHLIC	P	MSM16N80	1/04/2021	80Y0379290		View	\$0.00



My Customers: Active Clients

My Customers

Recent Business will show you activity on new policies within the last 90 days. To check your in-force business, make sure you click on the Active Clients tab below.

Recent Business

Active Clients

Policy Number:

Owner SSN: *Example: 123-45-6789*

Owner Last Name:

Owner First Name:

Agent Last Name:

Agent First Name:

Agent Number:

Zip Code:

Issue State: ▾

Product Name: ▾

Owner Birth Month: ▾

1



My Customers: Active Clients

My Customers

Recent Business will show you activity on new policies within the last 90 days. To check your in-force business, make sure you click on the Active Clients tab below.

Recent Business **Active Clients**

Policy Number:

Owner SSN: Example: 123-45-6789

Owner Last Name:

Owner First Name:

Agent Last Name:

Agent First Name:

Agent Number:

Zip Code:

Issue State:

Product Name:

Owner Birth Month:

Agent Name	Owner Name	Policy Number	Product ID	SSN	Effective Date	Current Status
Agent 1, Test	Testindianaplann, Testprimary	60Y0005005	MSM20N60	***-**-0905	7/12/2020	T
Agent 1, Test	Testchlic Caplana, Testca Oe	80Y0362424	MSM16A80	***-**-9611	10/21/2020	T
Agent 1, Test	Test One, Chlic Ca	80Y0362425	MSM16F80	***-**-5239	10/01/2020	T
Agent 1, Test	Testplanhdf Chlicca, Testca Planhdf	80Y0362457	MSM16F80H	***-**-9962	9/24/2020	T
Agent 1, Test	Testplann Chlicca Oe, Testca Plann	80Y0362459	MSM16N80	***-**-4337	10/24/2020	T



Agency Management: Production Reports

1

Agency Management | Resource Center | Business Building | Express Way | Forms & Materials | Servicing Forms | Benefits & Incentives | Training | Notices | EXPRESS APP 2.0

My Customers | Production Reports | Agent Inquiry | Commissions | Reports

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2

My Customers



Track your **pending** business and manage your **inforce** block of business.

Production Reports



Quick & easy way to monitor all of your submitted & issued sales production.

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Keep track of your **commissions** and understand the commissions paid on the business you sell.

Sales Reports



Check out newly created **Commission Report**.



Production Reports: Agent Daily Activity

Production Reports

If you are receiving the "User does not have access to this page" error this is due to our reporting cycle currently being refreshed. During this process data may be unavailable.

Use the drop down menu below to select from a list of available Sales Production Reports.

* Required Field

Select a report

1

Agent Daily Activity

- Agent Daily Activity
- Agent Production Detail

This report includes both personal and downline, if applicable, policy activity.

2

Start Date

End Date

3



Production Reports: Agent Daily Activity



Agent Daily Activity										
Agent Name: GARY SMITH & ASSOC.		Report Period: 1/1/2013 to 1/1/2014				Page: 1 of 1				
Description: Shows daily policy activity for an agent.										
Run Date: 2/18/2014 10:25:56 AM										
WRITING AGENT NAME	WRITING AGENT NUM	TRANSACTION DATE	COMPANY NAME	PRODUCT NAME	POLICY NUMBER	INSURED NAME	CONTRACT STATUS	CONTRACT REASON	SUBMITTED DATE	CURRENT CONTRACT STATUS
GARY SMITH & ASSOC.	1034888	12/16/2013	CIGNA-ARLIC	Medicare Supplement	SPF03882	SECURITY SHILSH	P	Submitted	12/16/2013	A
		12/11/2013	CIGNA-ARLIC	Medicare Supplement	SPF03887	WALTON, EDWARD J	A		12/11/2013	A
		11/05/2013	CIGNA-ARLIC	Medicare Supplement	SPF03882	LUCH, ADRIAN	A		10/17/2013	A
		10/17/2013	CIGNA-ARLIC	Medicare Supplement	SPF03882	LUCH, ADRIAN	P	Submitted	10/17/2013	A
		10/14/2013	CIGNA-ARLIC	Medicare Supplement	SPF03884	BOUDREAU, LOUIS P	A		09/19/2013	A
		10/12/2013	CIGNA-ARLIC	Medicare Supplement	SPF03884	BOUDREAU, LOUIS P	S	Billing Err	09/19/2013	A
		10/02/2013	CIGNA-ARLIC	Medicare Supplement	SPF03884	BOUDREAU, LOUIS P	A		09/19/2013	A
		09/19/2013	CIGNA-ARLIC	Medicare Supplement	SPF03884	BOUDREAU, LOUIS P	P	Incomplete	09/19/2013	A



Agency Management: Agent Inquiry

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View valuable **agent contact information**, including resident & non-resident state appointments.

Commissions



Keep track of your **commissions** and understand the commissions paid on the business you sell.

Sales Reports



Check out newly created **Commission Report**.

2



Agency Management: Agent Inquiry

Agent Inquiry

Enter search criteria below to view active agent contact and appointment information.

Agent No:	<input type="text"/>
Agent Last Name:	<input type="text"/>
Agent First Name:	<input type="text"/>
Company:	<input type="text" value="Select..."/> ▼
Resident License State:	<input type="text" value="Select..."/> ▼
Zip Code:	<input type="text"/>

Search



Agency Management: Agent Inquiry

1

Agent Inquiry

Enter search criteria below to view active agent contact and appointment information.

Agent No:

Agent Last Name:

Agent First Name:

Company:

Resident License State:

Zip Code:

Name	Agent Number	Insurance Company	Status	Market Code	State	Zip Code
AGENT 1, TEST	CB01234	LOYAL-H&L	A	CBCSO	TX	78755
AGENT 1, TEST	CB01234	CNHIC	A	CBCSO	TX	78755
AGENT 1, TEST	CB01234	ARLIC	A	CBCSO	TX	78755
AGENT 1, TEST	CB01234	CHLIC	A	CBCSO	TX	78755



Agency Management: Commissions

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2



Commissions

Commissions

[Click here](#) to view the 2021 Commission Cycle schedule by company.

I would like to receive a notification by email when a new commission statement posts.

Yes No

Statement Search

Policy Search

Agent Name:

Agent ID:

Statement Type:

Company:

Period Ending Date:



to



Search



Commissions: Statement Search

I would like to receive a notification by email when a new commission statement posts.

Yes No

Statement Search **Policy Search**

Agent Name:

Agent ID:

Statement Type:

Company:

Period Ending Date: to

Search

1-20 of 1000 1 Next >

	Company	Agent Name	AgentID	Level	Market	Period Ending	Region	Payment Amount	Statement Type
View	LOYAL-H&L	SMITH, JOHN	HD00001			1/25/2013	10000	\$651.43	Advance
View	LOYAL-H&L	SMITH, JOHN	HD00001			12/21/2012	10000	\$0.00	Standard



Commissions: Statement Search

1

print | email

\\s(15)American\sRetirement\sLife\sInsurance\sCompany

Agent Earning Commission Commission Statement Pay To Agent Name

Agent Name Run Date FEBRUARY 16, 2014 Agent Address

AgentID Period Ending FEBRUARY 15, 2014

POLICY	INSURED'S NAME	PLAN CODE	PAID TO	PREMIUM	PERCENT	COMMISSION		
						EARNED	AMT TO PAY	FICA APPL TO ADV
Policy Number	Policyholder	MIM13BM6DG	03/01/2014 F	149.15				
Policy Number	Policyholder	MSM13BM6DN	03/01/2014 F	77.74				
Policy Number	Policyholder	MSM13BM6DN	03/01/2014 F	20.00				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	100.19				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	20.00				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	138.69				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	20.00				
Policy Number	Policyholder	MSM13BM6DN	03/01/2014 F	86.19				
Policy Number	Policyholder	MSM13BM6DN	03/01/2014 F	20.00				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	127.60				
Policy Number	Policyholder	MSM13BM6DF	03/01/2014 F	20.00				
Policy Number	Policyholder	MIM13BM6DF	03/15/2014 F	159.37				
Policy Number	Policyholder	MIM13BM6DF	03/01/2014 F	135.81				
SUBTOTAL ****	Agent Name			1,074.74				
	AgentID	Policy Total:	8					

\\s(15)American\sRetirement\sLife\sInsurance\sCompany

Agent Earning Commission Commission Statement Pay To Agent Name

Agent Name Run Date FEBRUARY 16, 2014 Agent Address

AgentID Period Ending FEBRUARY 15, 2014



Agency Management: Sales Reports

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2

Sales Reports



Check out newly created **Commission Report**.



Commissions Reports: Individual Agent

Commissions Report

Please check the box below to run the report for a custom date range.

Enter an agent number and pay cycle of commission data you want to view.

Agent ID CB01234

	Agent ID	Company ▲	Market	Contract Code	First Name	Last Name
Select	CB01234	LOYAL-H&L	CBCSO	CL060	TEST	AGENT 1
Select	CB01234	ARLIC	CBCSO	CL060	TEST	AGENT 1
Select	CB01234	CNHIC	CBCSO	CL060	TEST	AGENT 1
Select	CB01234	CHLIC	CBCSO	CL060	TEST	AGENT 1

Run Report



Commissions Report: With Downline Agents

1

Commissions Report

Please check the box below to run the report for a custom date range.

Enter an agent number and pay cycle of commission data you want to view.

* Required Field

Agent ID
Agent First Name
Agent Last Name

2

	Agent ID	Company	Market	Contract Code	First Name	Last Name
Select	HD010101	LOYAL-HEL	CBCSO	CL000	JOHN	SMITH
Select	HD010101	ARLIC	CBCSO	CL000	JOHN	SMITH

3

Check this box to run the report based on a specific date range you determine
Note: Start and End dates must be within last 13 months.

Pay Cycle
Report Start Date
Report End Date

4



Commissions Report: Earnings summary

Find | Next | Select a format | Export

AgentView Commission Report

Agent Name: [REDACTED] Report Period: 03/01/2013 to 12/31/2013

Agent ID(s): [REDACTED],ARLIC; Description: Shows all advance and commission transactions for selected agent ID(s) during s

Earnings Summary

Company	Agt Id	First Year	Renewals
ARLIC	[REDACTED]	\$0.00	\$0.00
Totals		\$0.00	\$0.00



RESOURCE CENTER



Resource center

Agency Management

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EXPRESS APP 2.0

1

Product Resource Center

[Click here](#) to view key features of all our Products.

Now when you click on 'Forms and Materials' and select any Product type you will be able to order supplies directly through our new online shopping cart! Having trouble accessing our Product pages? Please call us at 877.454.0923 for assistance.

Have questions or need information regarding other Cigna products not with Cigna Supplemental Benefits? Please refer to the service numbers below:
Cigna major medical customer and agent assistance - 800-244-6224 Individual & Family Plans (IFP) broker support - 877-244-6215 Cigna HealthSpring agent assistance - 866-442-7516

2

State Approvals

- [Product Availability Chart - CSB \(PDF 459.48k\)](#)
- [Rate Adjustments - ARLIC \(PDF 196.90k\)](#)
- [Rate Adjustments - CHLIC \(PDF 113.11k\)](#)
- [Rate Adjustments - Loyal American \(PDF 100.20k\)](#)



BUSINESS BUILDING



Agent Merchandise

Agency Management	Resource Center	Business Building	Express Way	Forms & Materials	Servicing Forms	Benefits & Incentives	Training	Notices	EXPRESS APP 2.0
		Agent Merchandise	Creating Ads						

Agent Merchandise



**SAY CIGNA
WITH STYLE.**

Click to enter the store.



Creating Ads

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Agent Merchandise

Creating Ads

CreatingAds

To help you promote and advertise the products and services of our companies within state and federal regulations, and in the best interests of your customers, we have prepared the following guidelines.

[Click here](#) for our Medicare Supplement Prospecting Portfolio.

[Click here](#) for our Supplement Health Prospecting Portfolio.

If you wish to create your own advertising, you must submit it for approval. All advertising that directly or implicitly uses (or links to) the logo, services, name, likeness, financial figures, or directly or implicitly discusses or references the products or services of Cigna Supplemental Benefits and its companies must be approved by the Home Office prior to use, and may need to be filed with the appropriate State Department of Insurance. The advertisements must meet applicable legal requirements, and the Company must approve advertisements exactly as they will be used in final form prior to their use.

Agents may use the Submit for Approval feature of this website or must submit the [Advertising Material Review Request](#) to our Marketing Communications department along with the advertisement for review. When creating your ad, please refer to our [checklist](#) along with the requirements listed on the Advertising Request Form. You can fax it to 512-590-6046, Attn: CSB Communications or e-mail to CSBfieldcomm@cigna.com. Please allow a minimum of five business days for approval, 10 business days for web sites.

Advertisements are approved for use anytime within 26 weeks (six months) of the advertising approval date. Because products and services are updated frequently to accommodate enhancements and modifications, advertisements must be reviewed often to ensure accuracy. To use approved advertisements after their six-month approval period has passed, agents should fax, mail or e-mail advertisements to the Marketing department for re-approval.

Submit For Approval **Logos**

Advertisements are approved for use anytime within 26 weeks (six months) of the advertising approval date, unless the ad references an interest rate. Because products and services are updated frequently to accommodate enhancements and modifications, advertisements must be reviewed often to ensure accuracy. To use approved advertisements after their six-month approval period has passed, agents should fax, mail or e-mail advertisements to the Marketing department for re-approval.

If you do not wish to submit your advertisement online for approval, you may fax the advertisement, along with the Advertising Material Review Request Form to fax number 512-590-6046, Attn: CSB Communications.

* Required

* **Company:**

* **Date approval needed:** (Min. 5 business days)

* **Agent Number:**

* **Agent/Agency requesting:**

* **Agent Address:**

* **Phone:**

Fax:

E-mail:

Product(s) being advertised:

Purpose of communication:

Timeframe ad will be used: to



EXPRESS WAY



Express Way

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EXPRESS APP 2.0

Express Way

ExpressWay allows recruiters an easy way to contract agents completely online with Cigna Supplemental Benefits family of companies.

State-Of-The-Art Features

- 100% paperless process
- No wet signature required
- Include appropriate commission schedule
- 5x faster than processing via paper
- Access current contract application status
- Download completed contracts as PDF's
- Customize your email to agents
- Auto reminders to enhance completion

1

Current Users - [Access ExpressWay here.](#)

New ExpressWay users [sign-up here.](#)

2

Note: Chrome is the preferred browser for ExpressWay. IE and Edge users may experience issues.



FORMS & MATERIALS



Forms & Materials

Agency Management

Resource Center

Business Building

Express Way

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Benefits & Incentives

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EXPRESS APP 2.0

Forms & Materials

New! Now you will be able to order supplies directly through our new online shopping cart! Having trouble accessing our Product pages? Please call us at 877.454.0923 for assistance.

[Click here](#) to view the Agent Supply Ordering Tutorial

1

New Business Forms



Find all of the material to submit business and order supplies on our Product Pages.

2

Marketing Materials



See our complete inventory of marketing material to help you make the sale.



Ordering materials

The screenshot shows a web application interface for ordering materials. At the top is a dark blue navigation bar with the following links: Product Search, View Orders, User Account, Related Links (with a dropdown arrow), Check Out, Log Out, and Privacy Policy. Below the navigation bar is a white content area. On the left side of the content area, there is a 'Select Product*' dropdown menu. A large orange bracket on the left side of the page groups the dropdown menu and the search buttons, with three numbered callouts: '1' points to the dropdown menu, '2' points to the search buttons, and '3' points to the search and reset buttons. The dropdown menu is open, showing a list of products with expandable options (indicated by a '+' sign next to each product name). The products listed are: ARLIC MEDICARE SUPPLEMENT AGENT/BROKER, ARLIC MEDICARE SUPPLEMENT DIRECT, ARLIC MEDICARE SUPPLEMENT EXCHANGE, CHLIC MEDICARE SUPPLEMENT AGENT/BROKER/DIRECT, CHLIC MEDICARE SUPPLEMENT EXCH, CNHIC MEDICARE SUPPLEMENT AGENT/BROKER/DIRECT, INDIVIDUAL WHOLE LIFE - LEVEL AND MODIFIED, LOYAL ACCIDENT TREATMENT, LOYAL CANCER TREATMENT, LOYAL FLEXIBLE CHOICE CANCER/HEART, LOYAL HOSPITAL INDEMNITY, LOYAL MEDICARE SUPPLEMENT AGENT/BROKER, LOYAL MEDICARE SUPPLEMENT DIRECT, and LOYAL MEDICARE SUPPLEMENT EXCHANGE. Below the dropdown menu are two input fields: 'Form No.' and 'Form Name'. At the bottom of the form are two buttons: 'Search' and 'Reset'. To the right of the dropdown menu, there is a text box with the following text: 'Find Your Forms: Simply hit "+" next to your product. When the state list appears, select the state and hit "Search". This will pull up all the critical forms - no need to hit the "+" sign next to the state. If additional material is required (Training, Recruiting, other marketing material, etc.) hit the "+" sign next to the state to expand the available options and select the section needed.'

1

2

3

Product Search View Orders User Account Related Links Check Out Log Out Privacy Policy

Select Product*

- ARLIC MEDICARE SUPPLEMENT AGENT/BROKER
- ARLIC MEDICARE SUPPLEMENT DIRECT
- ARLIC MEDICARE SUPPLEMENT EXCHANGE
- CHLIC MEDICARE SUPPLEMENT AGENT/BROKER/DIRECT
- CHLIC MEDICARE SUPPLEMENT EXCH
- CNHIC MEDICARE SUPPLEMENT AGENT/BROKER/DIRECT
- INDIVIDUAL WHOLE LIFE - LEVEL AND MODIFIED
- LOYAL ACCIDENT TREATMENT
- LOYAL CANCER TREATMENT
- LOYAL FLEXIBLE CHOICE CANCER/HEART
- LOYAL HOSPITAL INDEMNITY
- LOYAL MEDICARE SUPPLEMENT AGENT/BROKER
- LOYAL MEDICARE SUPPLEMENT DIRECT
- LOYAL MEDICARE SUPPLEMENT EXCHANGE

Form No.

Form Name

Search Reset

Find Your Forms: Simply hit "+" next to your product. When the state list appears, select the state and hit 'Search'. This will pull up all the critical forms - no need to hit the "+" sign next to the state. If additional material is required (Training, Recruiting, other marketing material, etc.) hit the "+" sign next to the state to expand the available options and select the section needed.

SERVICING FORMS



Servicing Forms

Agency Management

Resource Center

Business Building

Express Way

Forms & Materials

Servicing Forms

Benefits & Incentives

Training

Notices

EXPRESS APP 2.0

Servicing Forms

You may search for servicing forms by choosing a product category or form number below. For more information, please contact the following:

Client and customer forms – [Customer Service](#)

New Business and product forms – [New Business](#)

Contracting Forms – [Agent Contracting](#)

Commission Forms – [Agent Compensation](#)

Category:

OR

Servicing

- All
- Policyowner - Life
- Policyowner - Fixed Annuities
- Policyowner - Variable Annuities
- Policyholder- Other Health
- Policyholder - Med Sup
- Policyholder - LTC
- Contracting
- Benefits & Incentives
- Other



BENEFITS & INCENTIVES



Incentives

Agency Management

Resource Center

Business Building

Express Way

Forms & Materials

Servicing Forms

Benefits & Incentives

Training

Notices

EXPRESS APP 2.0

Sales Promotions

Benefits

Sales Promotions

GRATITUDE HAS ITS REWARDS



**GRATITUDE HAS
ITS REWARDS**

[LEARN HOW](#)

2021 AGENT TRIP



VANCOUVER 2021

Like nowhere else. Like nobody else.



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Sales Promotions

Benefits

Benefits

Cigna Supplemental Benefits offers programs and rewards to help protect and maintain your financial success. Our agents have the opportunity to purchase our competitive Errors & Omissions coverage through NAPA.

E&O Coverage

Protect yourself and your family, and save on products and services you use every day. Through National Association of Professional Agents (NAPA), you may enroll in our Group Errors & Omissions Coverage (E & O), apply for individual medical and dental coverage and access discounts on more than 30 services.

Need E & O Coverage?

Enrollment and service is through NAPA. You may enroll online, via fax or mail directly to NAPA.

National Association of Professional Agents Customer Service

(800) 593-7657

Fax (800) 411-4771

www.napa-benefits.org/cigna/program

You are required to have an active agent number with a Cigna subsidiary to enroll and participate in this sponsored E & O Plan. Please include your agent number on the enrollment form. Processing and notification will take approximately 7-10 business days. Contact the knowledgeable Customer Service team at NAPA by calling (800) 593-7657 or online at www.napa-benefits.org/cigna/program



TRAINING



Training

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EXPRESS APP 2.0

The Basics

Webinar Presentations

Customer Materials

Training

We are proud to offer a variety of training pieces to meet your growing business needs. Whether you need training materials, powerpoint presentations, customer materials, or a combination of these, we are dedicated to help develop your business..

1

The Basics



Find agent training resources that help you do business with us.

2

Webinar Presentation



COMING SOON! -- you'll be able to learn more about our company and products through *Live* and pre-recorded webinar presentations.

3

Customer Materials



View customer approved pieces. Use these items to aid in the sales process.



The Basics

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EXPRESS APP 2.0

The Basics

Webinar Presentations

Customer Materials

The Basics

Webinar | Interactive | Print Material

Topic

01) AGENT REQUIRED TRAINING: Anti-Money Laundering AML Training

[Anti-Money Laundering AML Training \(pdf - 75k\)](#)

Learn about AML Required Agent Training. If you're an agent selling life insurance products, you're required to take Anti-Money Laundering training. The course won't cost you anything. If you do not complete this training, we will not be able to process your Customers' applications for Whole Life insurance products (including Cash-value riders on any insurance product).

02) AGENT REQUIRED TRAINING: Massachusetts Agents

[Massachusetts Agent Training \(pdf - 481k\)](#)

The state of Massachusetts requires training for any agent selling specified disease insurance products. The Training and Attestation Form needs to be completed annually prior to selling and includes any of the CSB Cancer and Heart Attack & Stroke Products, including Riders. We have made it easy for you to comply. Simply review the Training Video and complete the Attestation Form. [Click here for the Training Video and Attestation Form](#)

03) New to Cigna Supplemental Benefits (CSB)

[New to Cigna Supplemental Benefits Training \(pdf - 4mb\)](#)

In this presentation you will be introduced to the Cigna Supplemental Benefits product portfolio, learn about our tools and resources which will enable you to grow your business, as well as learn information about submitting business with CSB. [Click here for the New to CSB Video](#)

04) Medicare 101 and Medicare Supplement 101

[Medicare 101 and Medicare Supplement 101 Training \(pdf - 1mb\)](#)

In this presentation, you will learn more about the basics of the federal health insurance program, Medicare; who it's for and what it covers, as well as learn about Medicare Supplements, which can help pay some of the health care costs that Original Medicare doesn't cover.

05) Overview of Cigna's Medicare Supplement Portfolio

[Cigna Medicare Supplement Portfolio Training \(pdf - 4mb\)](#)

In this presentation, you will learn about the Cigna Medicare Supplement Portfolio – which includes our newest addition, CNHC, as well as our CHLIC, ARLIC, and LOYAL Medicare Supplement products. We will go over underwriting, customer programs, and we will also review guidelines of writing Med Supp business with Cigna. In addition we will look at Express App, our web-based quote and apply tool. [Click here for the Product Portfolio Video](#)

06) CHLIC Medicare Supplement

[CHLIC Medicare Supplement Training \(pdf - 3mb\)](#)

In this presentation you will learn about the features and benefits included with our Medicare Supplement plans Insured Cigna Health and Life Insurance Company (CHLIC). We'll cover our Customer Programs, which include Healthy Rewards, a health and wellness discount program, and Household Discount, which can offer your customers additional savings. We will also review product availability. [Click here for the CHLIC Medicare Supplement Training Video](#)

07) Express App 2.0

[Express App 2.0 \(pdf - 2mb\)](#)

In this overview, you'll learn about our updated online quote and enroll tool – Express App 2.0! Express App 2.0 can help you quote rates in different scenarios for multiple products and applicants, access resources, and help you submit your business instantly. As your most valuable resource to date, Express App 2.0 ensures a smooth and seamless application process for all. [Click here for Express App 2.0 Training Video](#)



Customer Materials

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The Basics

Webinar Presentations

Customer Materials

Customer Materials

 Webinar |  Interactive |  Print Material

Topic

Accident Treatment Video

[Accident Treatment \(pdf - 983k\)](#)

Accident Treatment Video: Now you can show your customers the benefits of having a Accident Treatment insurance policy, insured by Loyal American Life Insurance Co.*Not available for use in the following states at this time: AZ, GA, ID, OR, NM, WV

Flexible Choice

[Flexible Choice \(pdf - 283k\)](#)

In this presentation you will learn about Flexible Choice product.

Flexible Choice Hospital Indemnity Video

[Flexible Choice Hospital Indemnity \(pdf - 2mb\)](#)

Flexible Choice HIP Video: Now you can show your customers the benefits of having a Flexible Choice Hospital Indemnity insurance policy, insured by Loyal American Life Insurance Co.*Not available for use in the following states at this time:AZ, GA, ID, OR, NM, WV

Flexible Choice Video

[Flexible Choice \(pdf - 283k\)](#)

Flexible Choice Video: Show your customers the basics regarding the need for Cancer/Heart/Stroke coverage with our Flexible Choice Cancer and Heart Attack & Stroke insurance policy.

1



NOTICES



Notifications

Notifications

See below for a list of current & archived field notices.

Current	Archived
+ Product Information	Date Read/UnRead
+ Compliance & Legislation	Date Read/UnRead
+ Promotions & Incentives	Date Read/UnRead
+ Training	Date Read/UnRead
+ General Company News	Date Read/UnRead
+ Submitted Applications	Date Read/UnRead
+ Client Correspondence	Date Read/UnRead

1

1. Applications submitted without requested effective date will display sign date.



EXPRESS APP 2.0



Access via AgentView

Agency Management

Resource Center

Business Building

Express Way

Forms & Materials

Servicing Forms

Benefits & Incentives

Training

Notices

EXPRESS APP 2.0

EXPRESS APP 2.0

Introducing Express App 2.0! Work at the Speed of Success!

Express App 2.0 is easy to use, and offers you one place to look to quote, enroll, and provide all necessary pre-sale materials to your customers!

PLUS! Access our brand new Flexible Choice Hospital Indemnity Senior Choice product on Express App 2.0!

Our Senior Choice Hospital Indemnity product offers your customers simple plan designs that include various plan options to help pay for hospital, emergency and observation room visits, as well as ambulance transportation and skilled nursing care.

Express App 2.0 can make the following easier and faster than ever:

- Fast product quotes
- Easily add on multiple products and multiple applicants - Increase your earning potential!
- Quick access to your sent proposals, saved quotes, and incomplete applications
- Easy to submit a paperless application - dynamic capabilities help to minimize submission errors!

1

[Click here to access Express App 2.0!](#)

Check out our [Express App flyer](#) for more details.



Contact list

CSB

Contact	Phone	Fax	Email
Agent Resource Center	877.454.0923		CSBNewBusiness@Cigna.com
Phone Verification (PV) hotline	866.825.4822		CSBNewBusiness@Cigna.com
All claims	866.459.1755	512.531.1480	
New business	877.454.0923	888.695.2591	CSBNewBusiness@Cigna.com
Underwriting	877.454.0923		CSBNewBusiness@Cigna.com
Commissions	877.454.0923	512.531.1469	CSBCommissions@Cigna.com
Agent Contracting	877.454.0923	888.832.4154	CSBLicensing@Cigna.com
Website login assistance	877.454.0923		CSBNewBusiness@Cigna.com
Product availability	877.454.0923		CSBAgentMarketing@Cigna.com
Customer services	877.454.0923	888.670.0146	CSBSupport@Cigna.com
FaxApp submission		877.704.8186	
Premium accounting		888.670.0146	
Supplies			Refer to AgentView for ordering.

Addresses

Mailed Applications
 Cigna Supplemental Benefits
 PO Box 5725
 Scranton, PA 18505-5725

Overnight and Express Mail
 Cigna Supplemental Benefits
 11200 Lakeline Blvd., Suite
 100
 Austin, TX 78717

Customer Services
 PO Box 5700
 Scranton, PA 18505-5700



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