

# The path to Certification for 2014

**1** Complete all your contracting paperwork.

**2** Register at <https://healthspring.pinpointglobal.com/Apps/Medicare/default.aspx> to access our online training courses. To begin registering, select your sales role:

## Are you a...

<b>Contracted Agent/Broker?</b>	That means you are contracted--not employed--by Cigna-HealthSpring to conduct enrollments.
<b>Employed Cigna-HealthSpring Agent?</b>	That means that you are employed by Cigna-HealthSpring to conduct enrollments.
<b>Call Center Agent?</b>	That means that you are employed or contracted by Cigna-HealthSpring to conduct enrollments mostly over the phone.
<b>FMO Compliance Officer?</b>	That means you are responsible for ensuring that your FMO remains compliant with CMS and Cigna-HealthSpring regulations.
<b>Group Retiree Agent?</b>	That means that you are employed or contracted by Cigna-HealthSpring to sell Group Retirement products only.

**3** Pass these online courses with a score of **at least 85%**.

- AHIP Medicare Training
- 2014 Selling with Integrity
- Coordinated Networks
- Online Monitoring Tool
- Scope of Appointment\*
- Completing Enrollment Application\*
- Compliance, Fraud, Waste & Abuse
- Cigna-HealthSpring Value Proposition
- 2014 HIPAA
- Online Provider Directory\*
- Telephonic Do's & Don'ts\*
- 2014 Product Overview

\* New and existing agents only

\* Call Center agents - new and existing

**4** Complete the recorded 2014 Market Overview sessions, (except New Agents). If you are a new agent, register for and complete your 4-hour Face-to-Face Live Training. Your writing number will be issued once you have finished these sessions.

**Great job!**

**You are now certified to sell all Cigna-HealthSpring products that are available in your market!**