

CIGNA Medicare Services® Producer Update



Product Year: 2010
Producer Update: 09

2010 OEP Plan Closing (PFFS)

The purpose of this Producer Update is to notify producers of the closure of the **CIGNA Medicare Access® (PFFS)¹** plan beginning February 1, 2010 for Open Enrollment Period (OEP) enrollments.

What is changing?

CIGNA Medicare Services recently informed The Centers for Medicare and Medicaid Services (CMS) that we are closing our **CIGNA Medicare Access® (PFFS)¹** plans to OEP enrollments beginning February 1, 2010.

Which product is affected?

This closure applies only to our Individual **CIGNA Medicare Access® (PFFS)¹** plans.

It does not apply to **CIGNA Medicare Rx® (PDP)²**, **CIGNA Medicare Select Plus Rx® (HMO)³**, or any of CIGNA's other medical or pharmacy plans.

Which applications will CIGNA continue to accept?

CIGNA will continue to accept clients enrolling during an Initial Coverage Election Period (ICEP) (i.e. individuals who are aging in to Medicare or are otherwise newly eligible for Medicare) and clients with a qualified Special Enrollment Period (SEP) (e.g. changes in residence outside of the Plan's service area, loss of employer group coverage, etc.).

CIGNA will only accept Open Enrollment Period (OEP) enrollments that are received by CIGNA on or before January 31, 2010. OEP enrollments received on or after February 1, 2010 will be denied.

Will my current clients who have CIGNA Medicare Access® (PFFS)¹ see a change in their 2010 benefits?

No! Any individual with coverage effective on January 1, 2010 or February 1, 2010 will have coverage for the entire plan year. That coverage will be the plan they selected at the time of enrollment. There will be no changes in benefits due to this decision, and no changes to our service area.

Will I still be paid for my CIGNA Medicare Access® (PFFS)¹ clients?

Yes! Once an application is approved by CMS, you will be paid the corresponding first year or renewal commission.

Why did CIGNA make this decision?

CIGNA has surpassed its aggressive full-year 2010 membership goals--in large part because of the trust you demonstrated in the CIGNA brand by sending us a record number of Individual **CIGNA Medicare Access® (PFFS)¹** applications. In order to ensure that both you and your clients receive the quality of service you expect and deserve, CIGNA made the decision not to accept OEP enrollments beginning February 1, 2010.

When is the change effective?

This change is effective for OEP enrollments received on or after February 1, 2010.

How can I submit applications?

You can continue to use any of the convenient methods available today. The Producer Update with complete submission instructions is available at this link: [click here](#).

Can I still order enrollment materials?

Yes, you can still order materials through the [producer portal](#)

Is CIGNA still appointing brokers?

Yes. To learn more, visit our [producer portal](#)

I've not been able to get help tracking my CIGNA Medicare Access[®] (PFFS)¹ applications. What can I do?

You can reach the CIGNA Medicare Services Broker Support Hotline at 1-800-973-9183. We have added more trained staff to our phone lines to handle your questions.

You can also reach us for questions by fax at 866-441-7150. Feel free to send us your client list, we'll do the research and respond back to you. Please be sure to include clients' names, clients' Medicare Numbers (MCNs), your name, CIGNA Agent ID, phone number, fax number, and details around the information you are requesting.

Are you changing how you do business in Arizona?

No, the **CIGNA Medicare Select Plus Rx[®] (HMO)³** plan available in select counties in Arizona is not impacted by this decision in any way. We continue to accept enrollments into **CIGNA Medicare Select Plus Rx[®] (HMO)³**.

Are you changing how you sell group products?

No, this change does not affect any of our group accounts.

Are you changing how you sell non-Medicare individual coverage?

No, this applies only to our Medicare PFFS product, **CIGNA Medicare Access[®] (PFFS)¹**.

I have more questions. Where should I call?

You can reach the CIGNA Medicare Services Broker Support Hotline at 1-800-973-9183. We're open 8 a.m. – 8 p.m., local time, 7 days a week. (Between March 1 and November 14, we're open Monday through Friday.)

¹ A Medicare Advantage PFFS plan with or without integrated Part D available in select counties in AL, AR, CA, CO, FL, GA, HI, IL, IN, LA, MA, ME, MO, NC, NH, NM, NY, OH, OR, PA, SC, TN, TX, VA, VT, WA, and WV

² A stand-alone Medicare Part D prescription drug plan available in all 50 states and the District of Columbia

³ A Medicare Advantage HMO plan with integrated Part D available in select counties in AZ