

CIGNA Medicare Services®
Producer Update



Product Year: 2010
Producer Update: 04

Consolidated Producer Service Phone Number
800-973-9183

CIGNA Medicare Services is pleased to announce that we have consolidated our various Producer service phone numbers into a single phone line. Producers can now obtain service on any individual CIGNA Medicare Services product by calling:

1-800-973-9183

There are a number of service options available to producers from this single phone number:

Type of Service	Option
Commission ¹ information for CIGNA Medicare Access or CIGNA Medicare Rx	1
Benefit & Eligibility information for CIGNA Medicare plans in general or for a client you have enrolled into the following CIGNA Medicare plans:	2
CIGNA Medicare Access —a Medicare Advantage Private Fee-for-Service plan available with or without integrated prescription drug coverage	2, 1
CIGNA Medicare Select —a Medicare Advantage HMO plan with integrated prescription drug coverage available in select counties in Arizona	2, 2
CIGNA Medicare Rx —a stand-alone Part D prescription drug plan	2, 3
Provider Acceptance ² for CIGNA Medicare Access, CIGNA's Medicare Advantage PFFS plan—simply leave the following information and the CIGNA Provider Outreach team will contact the provider in order to gain plan acceptance: <ul style="list-style-type: none"> ▪ Name ▪ Phone Number ▪ Provider Name ▪ Provider Address ▪ Provider Phone Number 	3
Certification assistance for producers needing help accessing or completing certification	4
For other issues, including lost writing numbers and passwords, please contact your up-line agency manager or visit CIGNA's Medicare Producer website at www.cignamedicare.com and click on 'Producers'.	

¹ Commission issues can also be emailed to ProducerCommissions@CIGNA.com

² Provider Acceptance issues can also be emailed to ProviderOutreachRequest@CIGNA.com