

CIGNA AGENT RESOURCE LINE (CARL)

How CARL can help you

CARL is Cigna Medicare's help center staffed by employees who provide valuable support to our active internal and contracted agents.

These are some of the things CARL can help you with:

- › Scope of Appointment number
- › Help with Producers' University
- › Password resets for e-Agent
- › Answers to your "first-level" commissions, licensing, and appointment questions
- › Your licensing and appointment status
- › Request provider directories and formularies
- › Help resolve RFI issues
- › Phone number and email address updates
- › Cigna-HealthSpring contact information (local markets, departments, etc.)
- › Assistance with CustomPoint
- › Help with eEnrollment
- › Plan information
- › Order ID cards and Welcome Kits
- › Updates to PCP information
- › Assist with CustomPoint (not orders, but password resets, etc.)
- › Provider status

Contact us

Email

carl@cigna.com

Help Center

866-442-7516

TeleScope (SOA)

866-398-6055

English and Spanish assistance available

All calls are recorded

00019.09

Together, all the way



CARL can also help you with these things, but...

Only with the prospect's permission

- › Medicare Parts A and B effective dates
- › Medicaid level and ID number
- › Low Income Subsidy (LIS) percentage and level
- › Late enrollment penalty
- › Date of birth and home address
- › Confirmation of full legal name
- › Medicare ID
- › Loss of coverage date for any type of health coverage
- › ESRD status

Only when speaking to the writing agent or broker on record

- › Your customer's application status
- › The enrollee's plan premium and out-of-pocket costs

CARL cannot help with:

- › Assistance for customers - contact Customer Service
- › IT issues
- › Update your physical mailing address - please contact Contracting for these updates

CARL Hours of Operation

Regular hours for Lock-In

Monday - Friday
7:00am - 6:00pm CST

Extended AEP Hours

October 1 - December
7 Monday - Saturday

7:00am - 9:00pm CST

Sunday

9:30am - 6:00pm CST

Hours for OEP

January 2 - March 31

Monday - Saturday
7:00am - 7:00pm CST

Customer Service

800-668-3813

8:00am - 8:00pm local time
Monday - Friday

8:00am - 6:00pm local time
Saturday
February 15 - September 30

8:00am - 8:00pm local time
7 days a week
October 1 - February 14

Arizona Customer Service

800-627-7534

8:00am - 8:00pm local time
Monday - Friday
February 15 - September 30

8:00am - 8:00pm local time
7 days a week
October 1 - February 14

Call CARL for your agent
assistance needs at 866-442-7516



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