

Ways CARL Can Help You



Your Quick-Reference Guide

CARL is Cigna Medicare's Help Center and it is staffed by employees who are happy to provide valuable support to our active Internal and Contracted agents.

Here are some of the things CARL can help with:

- ✓ Scope of Appointment number
- ✓ Help with Producers' University (training portal)
- ✓ Password resets for e-Agent
- ✓ Answers to your "first-level" commissions, licensing, and appointments questions
- ✓ Your licensing and appointment status
- ✓ Request Provider and Formulary Directories
- ✓ Help with resolving RFI issues
- ✓ Help with updating your phone number and email address
- ✓ Contact information (local markets, departments, etc.)
- ✓ Assistance with Custom Point
- ✓ Help with the eEnrollment application
- ✓ Plan information
- ✓ Commissions
- ✓ ID Cards/Welcome Kits
- ✓ Update PCP Info

CARL can provide help with these things too, 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

Now for the things that CARL can't provide

- Assistance for customers—please have them contact Customer Services
- Advice on either how to sell our products or choosing the best plan for your prospect
- Help with IT issues
- Help updating your mailing (or physical) address—please contact Contracting for that



How and when you can reach CARL:



Email

carl@cigna.com



Arizona Customer Service

800-627-7534

8:00 am to 8:00 pm - Local Time
Monday - Friday, February 15 to
September 30



Help Center

1-866-442-7516

*Bilingual reps on staff

*All calls are recorded

8:00 am to 8:00 pm - Local Time
7 days a week, October 1 to
February 14



TeleScope (SOA)

1-866-398-6055

*Bilingual reps on staff

*All calls are recorded



Hours

Regular Lock-in hours
Monday - Friday
7:00am-6:00pm CST

Extended AEP hours
Oct 1 - Dec 7
Monday - Saturday
7:00am - 9:00pm CST

Sunday
9:30am - 6:00pm CST

Extended OEP hours
Monday - Saturday
7:00am - 7:00pm CST



Customer Service

1-800-668-3813

8:00 am to 8:00 pm - Local Time
Monday - Friday

8:00 am to 6:00 pm Saturday,
February 15 to September 30

8:00 am to 8:00 pm - Local Time
7 days a week, October 1 to
February 14

***Note: eAgent not available for AZ enrollments**