

# HOW TO DO BUSINESS GUIDE CIGNA MEDICARE SUPPLEMENT



**Home Office:** 1-877-454-0923

**New Business Fax:** 1-877-704-8186

**New Business Mailing Address:**

P.O. Box 5725

Scranton, PA. 18505-5725

## **First Time Logging in:**

1. Go to the Cigna website: <https://login.agentviewcigna.com/Gafri.IAM.UserApplication/>
2. The first time you log in you will need your welcome letter. This first time use the default information from your welcome letter to log in.
3. Once logged in, at the top of the page you will find tabs for: Agency Management, Resource Center, Business Building, Forms & Materials, Benefits & Incentives, Training Notices, and Express App 2.0.

## **To Submit Business through Cigna Express App 2.0:**

1. Log in to the Cigna website:  
<https://login.agentviewcigna.com/Gafri.IAM.UserApplication/>
2. Once logged in, at the top of the page you will find tabs for: Agency Management, Resource Center, Business Building, Forms & Materials, Benefits & Incentives, Training Notices, and Express App 2.0.
3. Click on the Express App 2.0 tab. First time users may want to review the Express App flyer. Click on Express App flyer.
4. To run a quote, click on "Click here to access Express App 2.0!" Once opened, you can Start a New Quote. Fill in your client's information and then click the green button: Quick Quote/Apply.

## **To Check Commissions:**

1. Log into Cigna Website
2. At the top hover mouse over the "Agency Management" tab and click on Commissions. You can search by Statement Search or Policy Search. Fill in information and click search.

## **To Check Business:**

1. Log into the Cigna website

**Senior Marketing Specialists**

801 Gray Oak Drive, Columbia, MO 65201 | (800) 689-2800 | [www.smsteam.net](http://www.smsteam.net)

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2. At the top hover mouse over “Agency Management” tab. Click on “Production Reports” tab.
3. To view policy activity, click on Agent Daily Activity and click go. Select the dates you want to search and click search.
4. To view personal and downline production click on Agent Production Detail and click go. Select the dates you want to search and click search.
5. Click the “View Report” button and a report will open in a new tab. If you are unable to view the report, try turning off your pop-up-blocker to view the report.

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