CONNECTURE DRx

TRAINING GUIDE

Together, all the way.®

Cigna®

EXECUTIVE SUMMARY

The Connecture tool is both comprehensive AND intuitive.
Our training guide consists of three scenarios:

- ***Fast Path*** *– You're keying in an existing paper application OR You're in the middle of a consultation, have connectivity, and the customer wants to enroll.*
- ***Full Consultation*** *– Using the entire tool.*
- ***Search Profiles*** *– Iterative, step by step, pick-up where you left-off.*

Couple of quick hints/thoughts:

- *It may seem complex at first… but thousands of agent/brokers are using the tool across the country. Once you are familiar with the tool, it will get easier.*
- *The tools are there to HELP YOU but are NOT REQUIRED to be used every time. Thus, the Fast Path approach.*
- *The tool IS flexible. After initial training delivery, our group will be completing a comprehensive review to gather feedback to make the tool even more efficient/effective for future training sessions.*

MANY THANKS!

ACCESSING DRx

Use the following link to gain access to the DRx site.
You will be prompted to enter your login information.

User name is NPN + broker number
Password is your last name ALL CAPS.

https://cignahealthspring-ppc.destinationrx.com/PlanCompare/2020/Professional/Type1/Compare/Home

NOTE: You will be provided with a DRx login credentials via email.

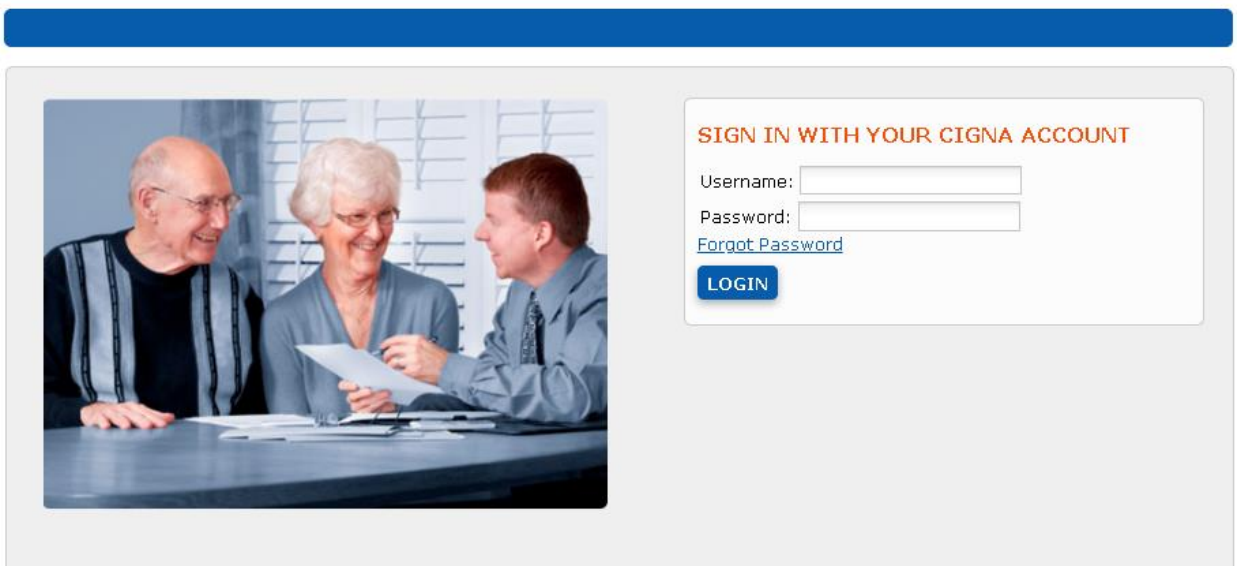
FAST PATH

You're keying in an existing paper application.

- OR -

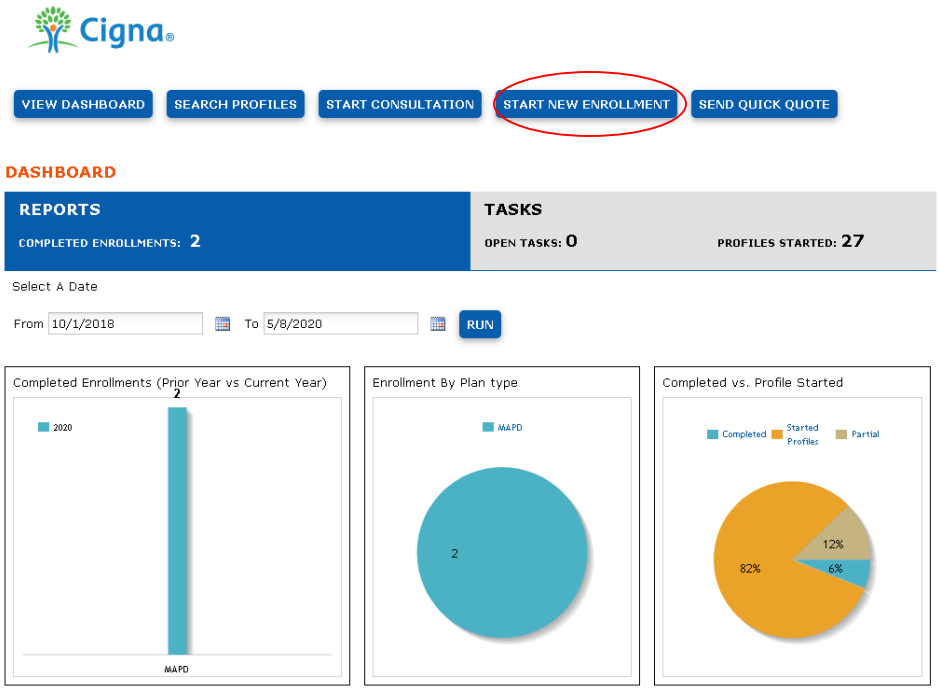
You're in the middle of a consultation, have connectivity, and the customer wants to enroll.

STEP 1: LOG IN

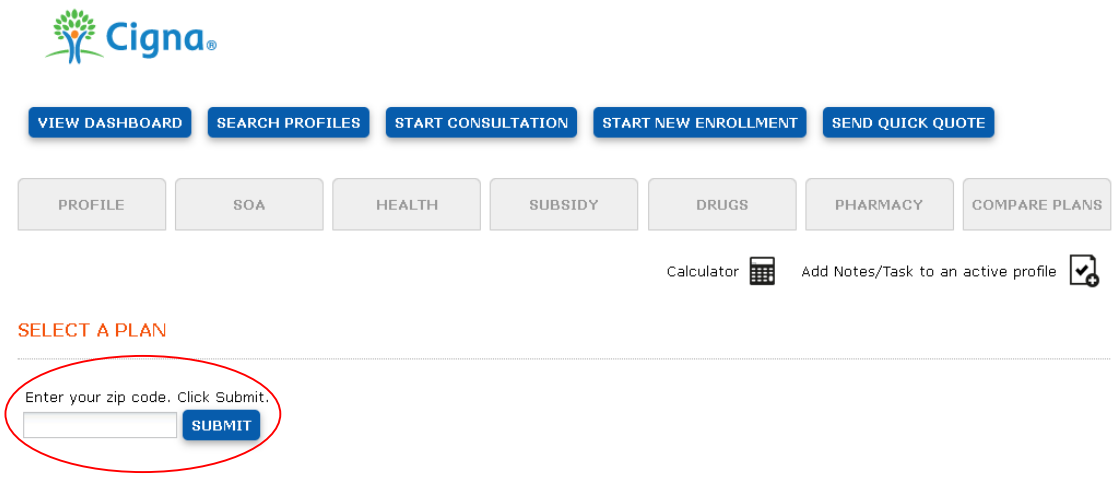


NOTE: Use the following link to access Connecture DRx.
https://cignahealthspring-ppc.destinationrx.com/PlanCompare/2020/Professional/Type1/Compare/Home

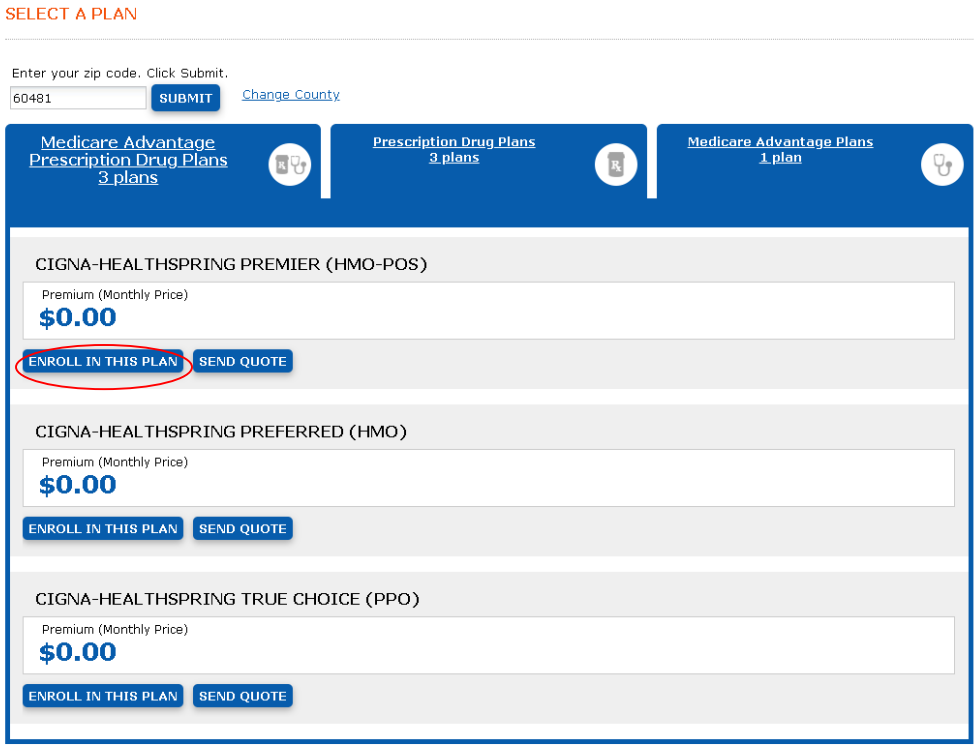
STEP2: SELECT "START NEW ENROLLMENT"



STEP 3 – ENTER ZIP and click submit button.

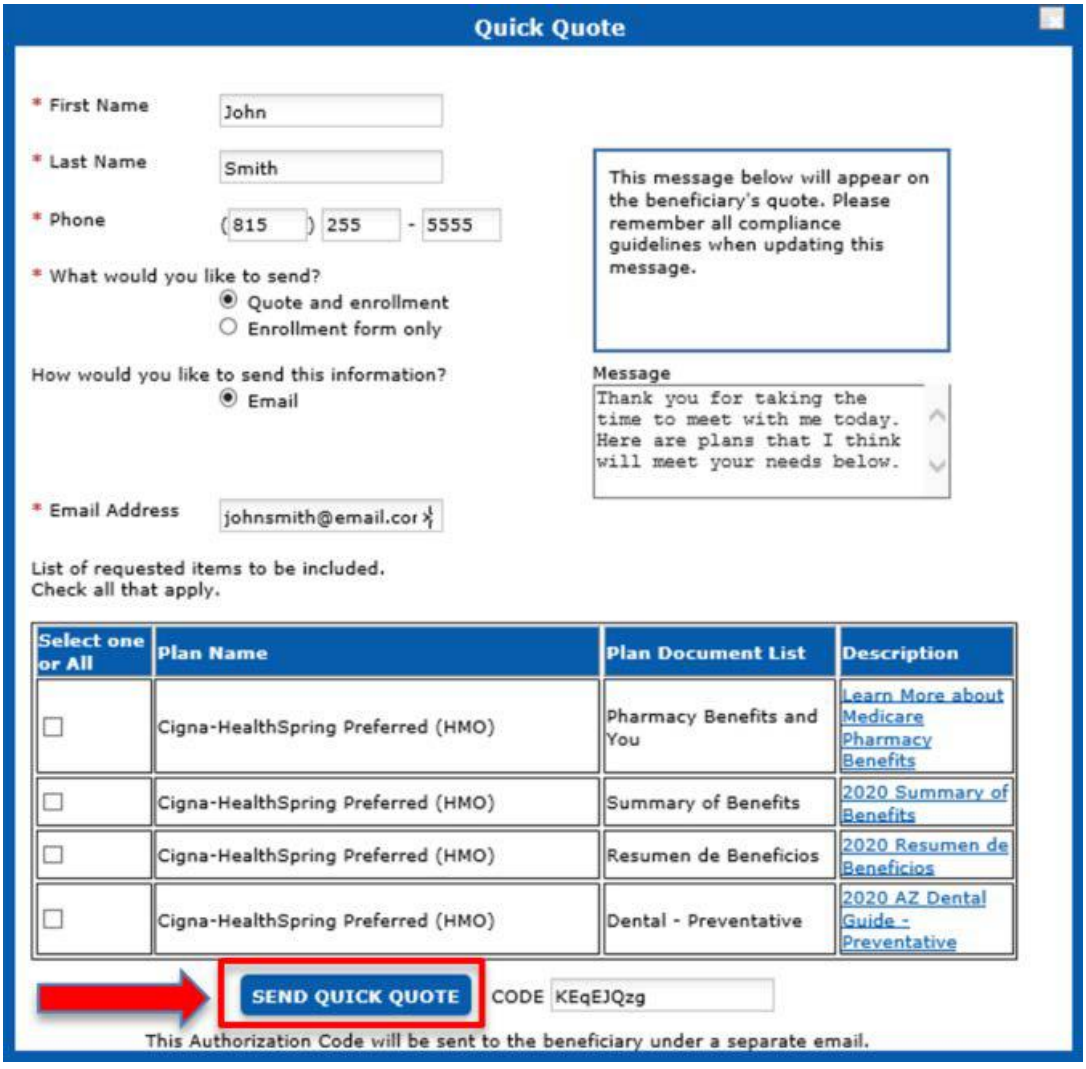


STEP 4 – EITHER SELECT PLAN (ENROLL) or SEND QUOTE (next slide)



Cigna®

STEP 4A – OR SEND A "QUICK QUOTE"



STEP 5 – AFTER SELECTING "ENROLL," COMPLETE APPLICATION AND SUBMIT

VIEW DASHBOARD | SEARCH PROFILES | START CONSULTATION | START NEW ENROLLMENT | SEND QUICK QUOTE

CIGNA-HEALTHSPRING PREMIER (HMO-POS)

Monthly Premium:$0.00
Plan: H1415-021-000

Calculator  Add Notes/Task to an active profile 

CONTACT INFO > BENEFIT INFO > OTHER INFO > REVIEW > AGENT INFO > SUBMIT

CONTACT INFORMATION

Use the form below to apply to the plan. You'll be able to review your information and make changes before you submit your completed form.

Please contact the plan directly if you need information in another language or format (Braille).

Fields marked with an asterisk (*) are required

PERSONAL INFORMATION

Please enter your personal information in the spaces provided.

Title ○ Mr. ○ Mrs. ○ Ms.

First Name *

Middle Initial

Last Name *

Date of Birth * 

Gender * ○ Male ○ Female

Home Phone Number *

Please enter your 10 digit phone number with no hyphen or spaces (e.g., 2125551212).

Email Address

IMPORTANT INFORMATION

You'll find links to important enrollment documents, including the Plan's Summaries of Benefits, eligibility information, and multi-language interpreter services on our website.

2020 Summary of Benefits
2020 Resumen de Beneficios
2020 Evidence of Coverage
2020 Constancia de Cobertura
2020 MAPD Formulary
2020 Lista Completa de Medicamentos (formulario)
2020 LIS Premium Chart
2020 Cuadro resumen resumen LIS
2020 Pre-Enrollment Checklist
2020 Lista de Control Previa a la Inscripcion
2020 Star Rating
2020 Calificaciones por Estrellas Medicare
2020 Provider Directory
2020 Multi Language Insert
2020 Enrollment Form
2020 Formulario de Solicitud de Inscripcion Individual En Un Plan
Online Provider Search

OTHER ENROLLMENT METHODS

Cigna-HealthSpring Premier (HMO-POS)
PO Box 20012
Nashville, TN 37202

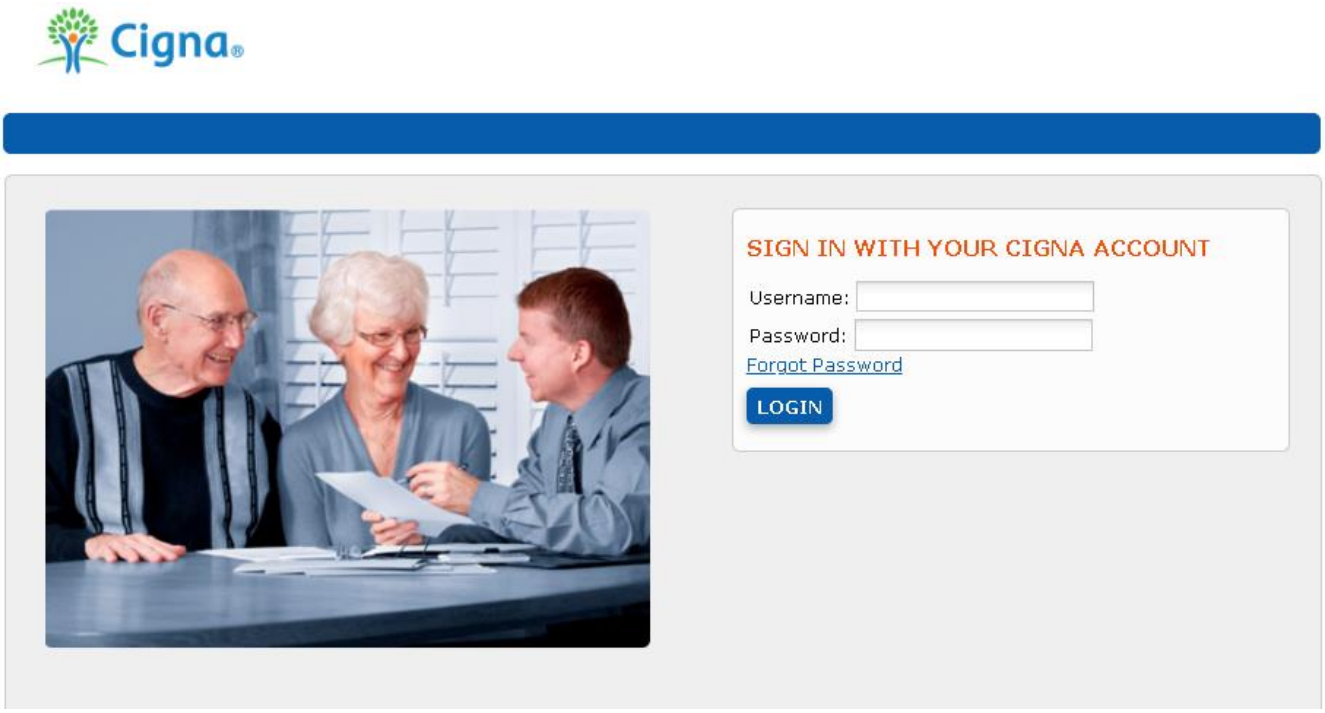
Phone:
800-668-3813

CONSULTATION

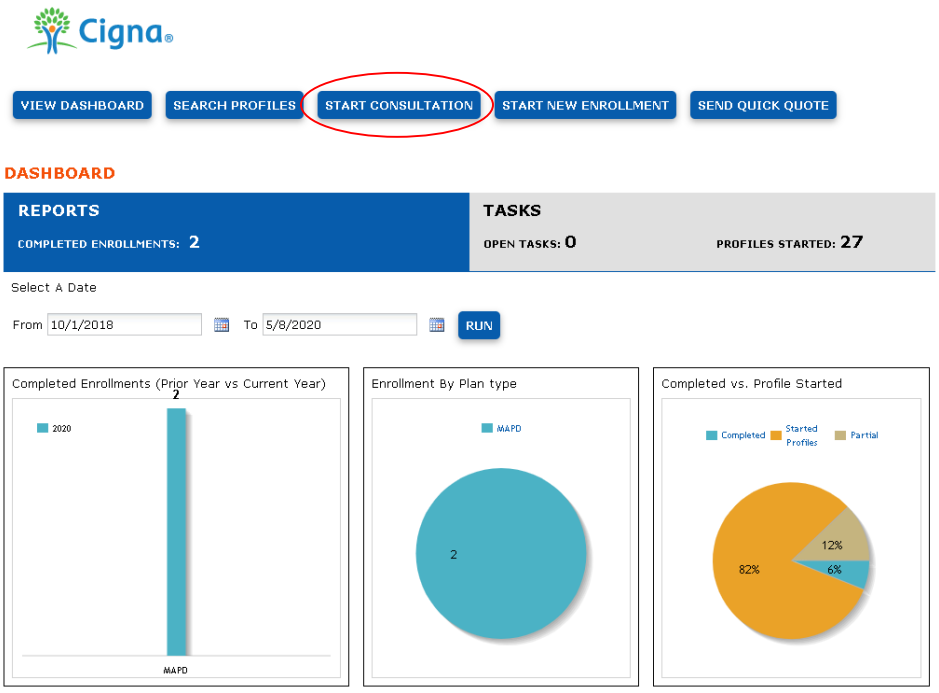
Assumes step-by-step discussion with prospect that can be saved and completed any time.

Depth/Detail is dependent on whether prospect is "good to go" or "wants more detail" or "wants to compare" (assuming more than one plan available).

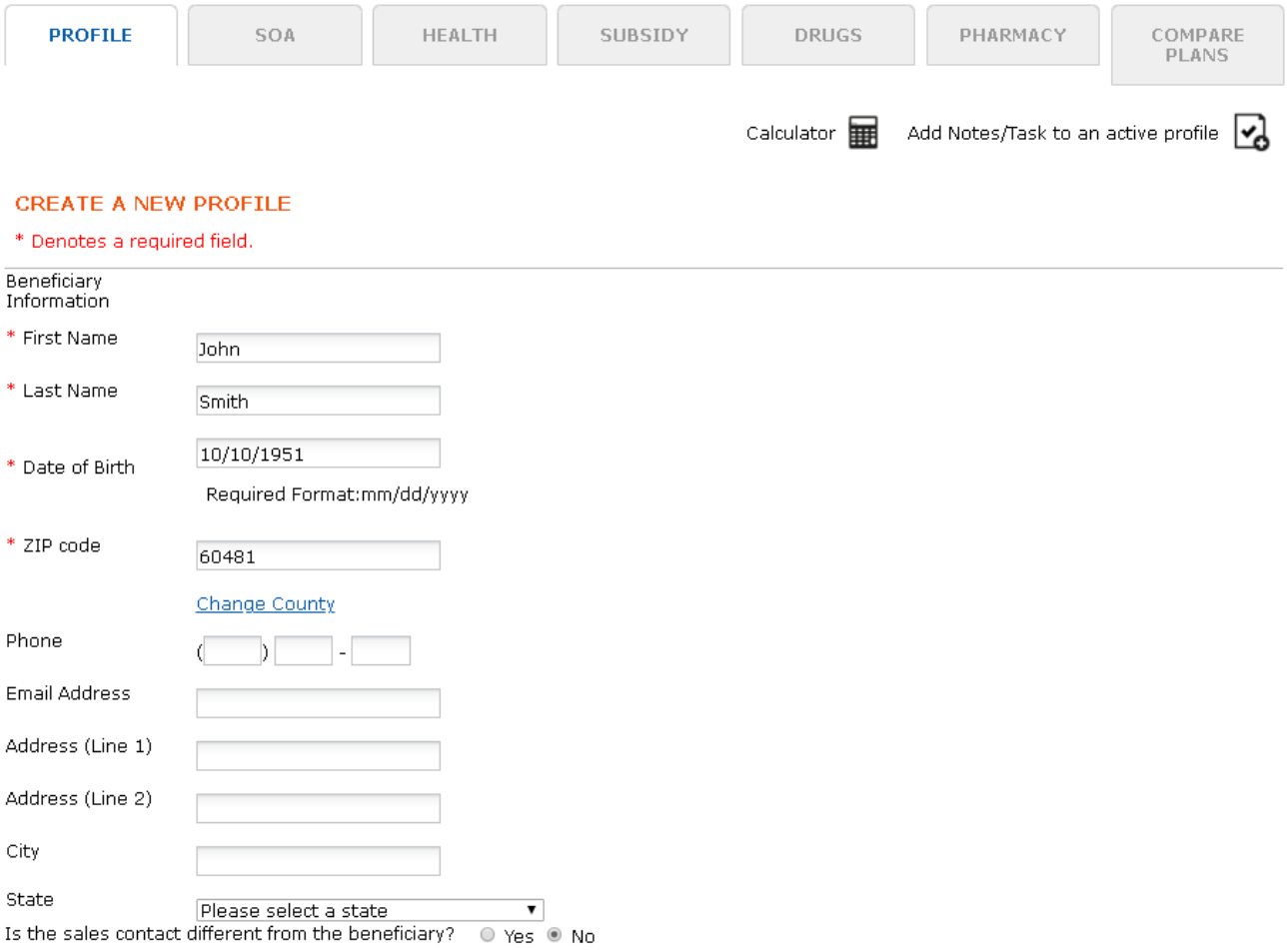
STEP 1: LOG IN



STEP 2: SELECT START CONSULTATION

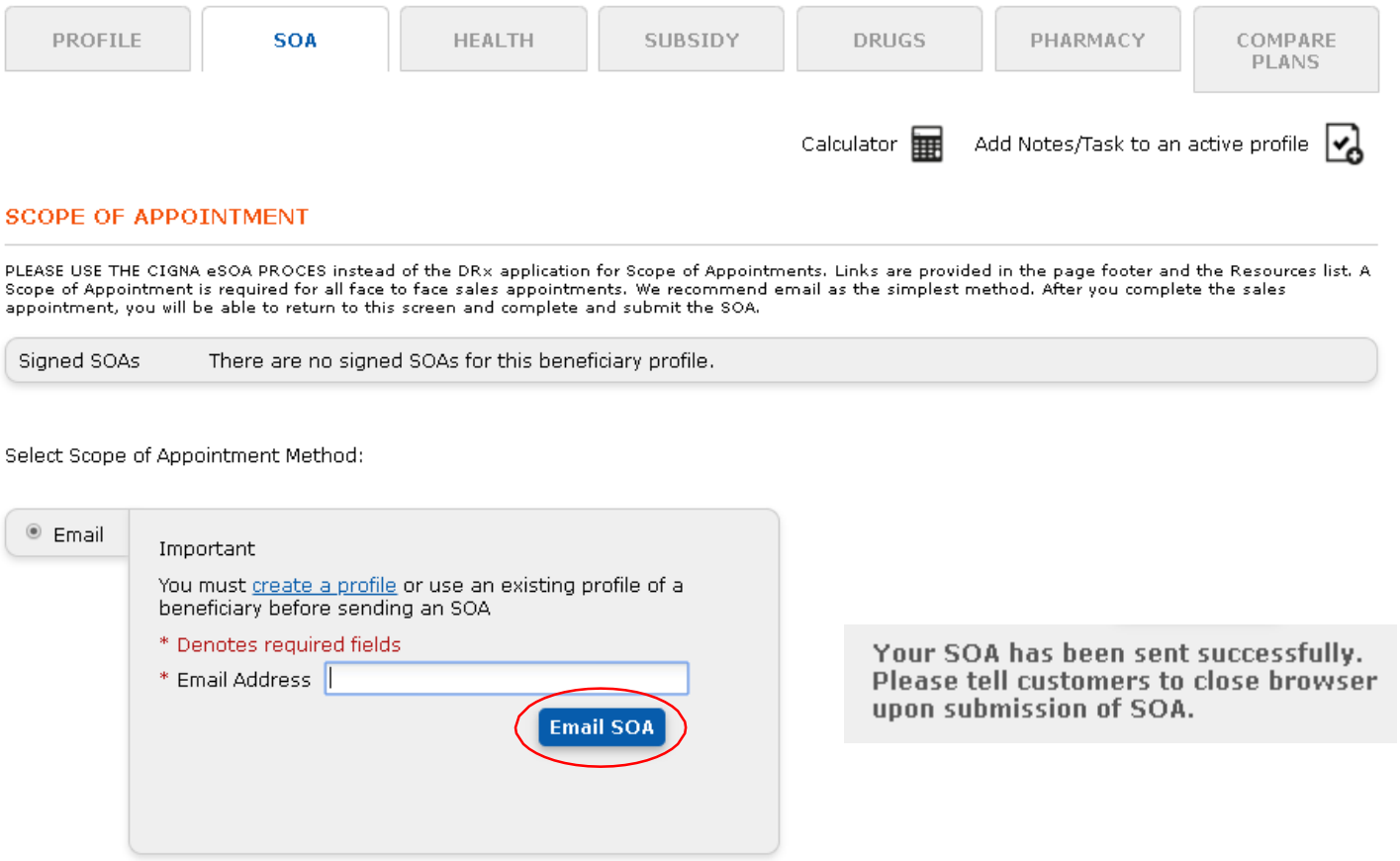


STEP 3: CREATE PROFILE BY ADDING REQUIRED INFORMATION

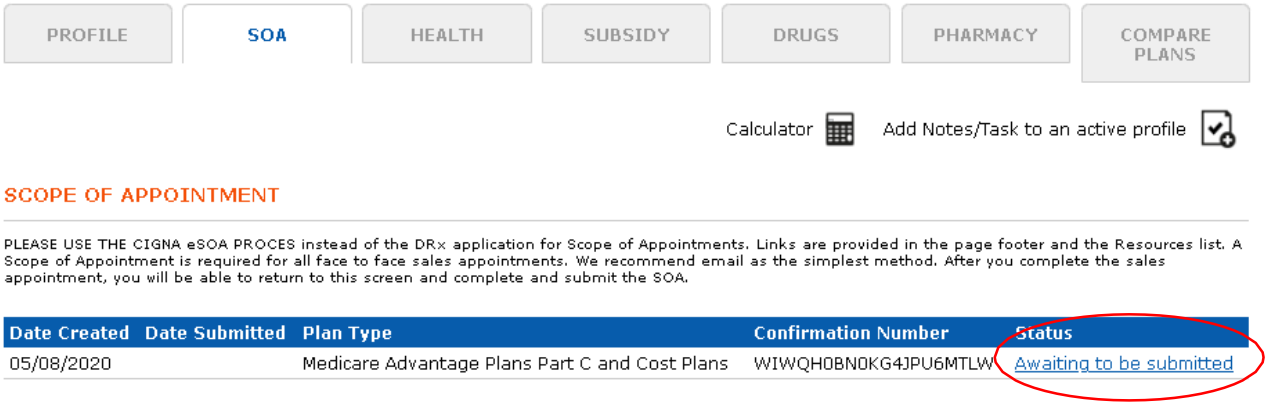


This button is available for you to use in the event you are talking with a member that is time constrained and would like to shop on their own and talk later. Using this button will attach your credentials to the member.

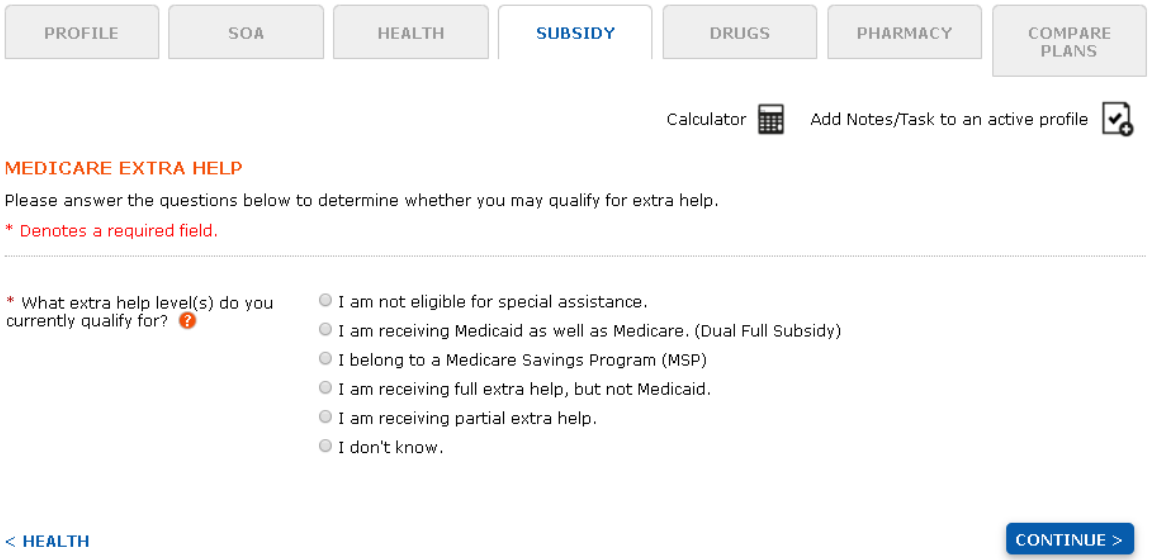
STEP 4A: SEND AND COMPLETE ELECTRONIC SOA FORM.
CAN BE SKIPPED IF USING PAPER.



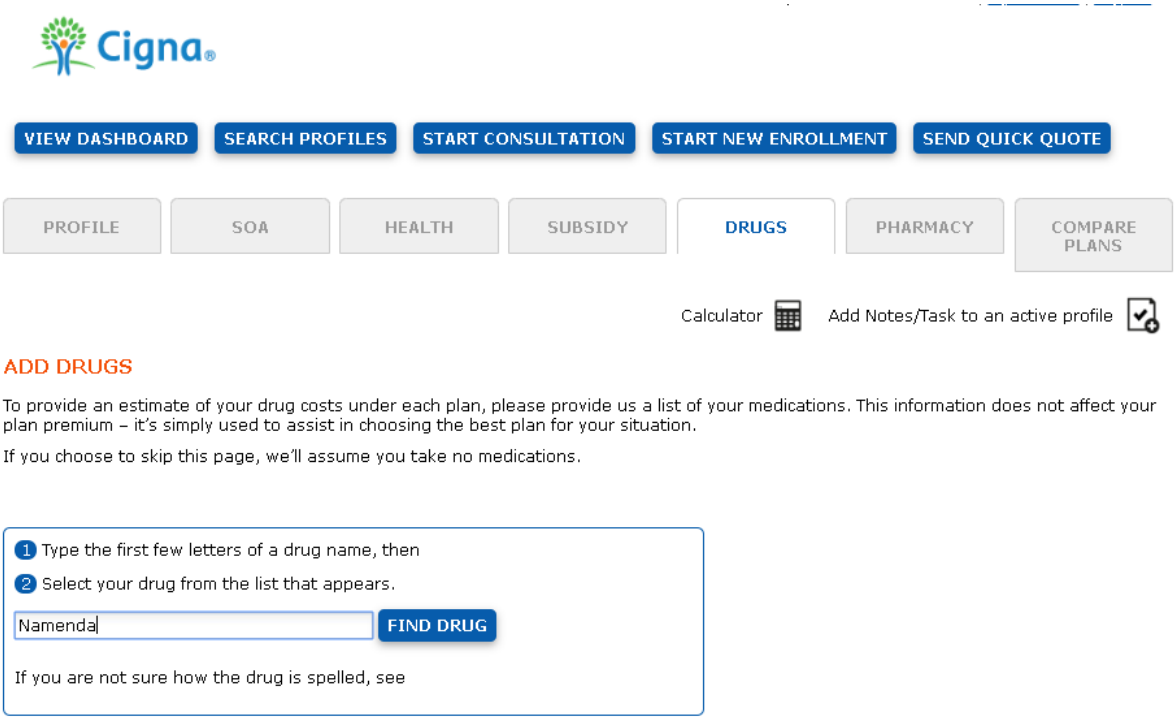
STEP 4B: WHEN FORM IS RETURNED, SUBMIT TO SYSTEM BY SELECTING "AWAITING TO BE SUBMITTED"

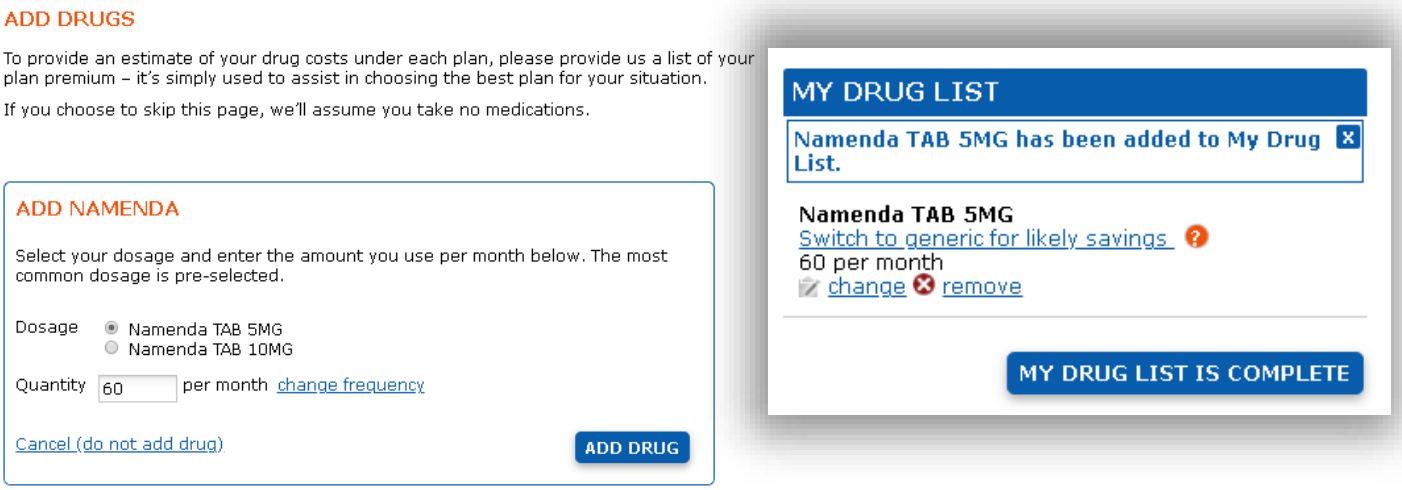


STEP 5: ENTER SUBSIDY INFORMATION (IF APPLICABLE)

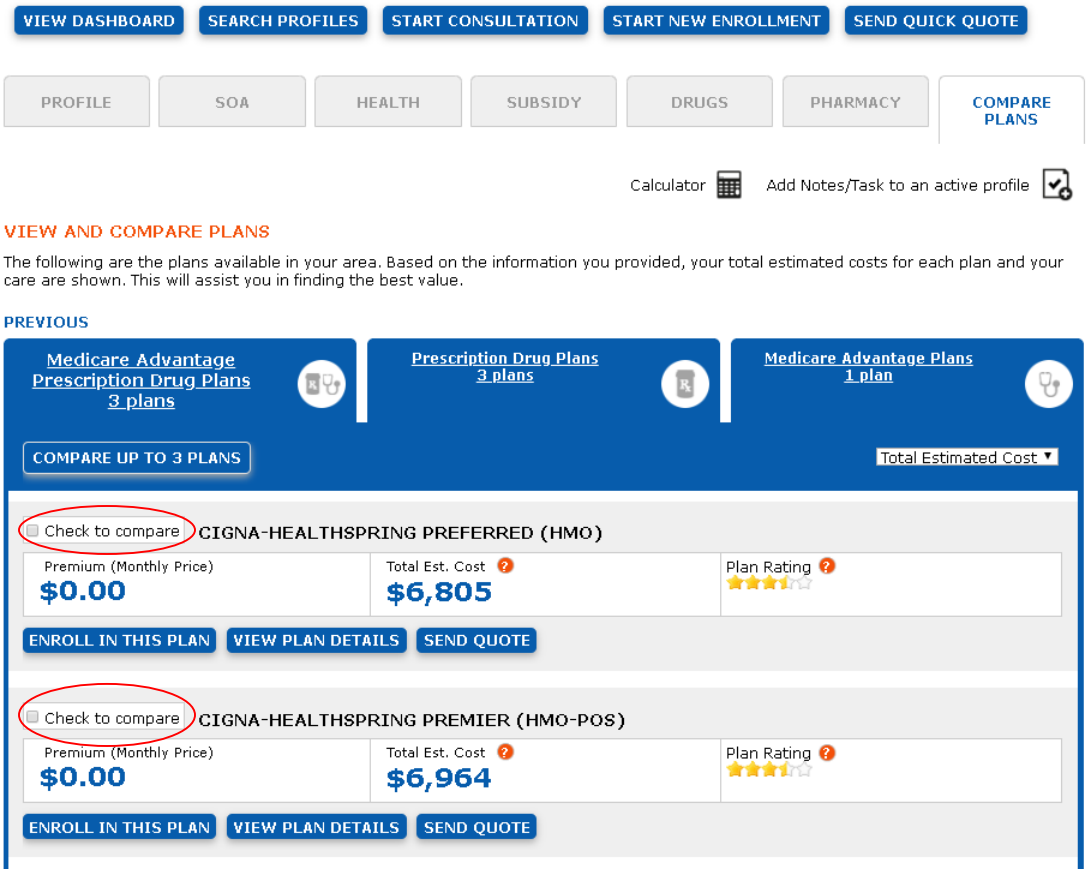


STEP 6: ADD DRUGS TO PROFILE. CHANGE DOSAGE AND QUANTITY IF NECESSARY. SELECT SWITCH TO GENERIC FOR LIKELY SAVINGS LINK TO SEE GENERIC DRUG COSTS ON PLANS PAGE. NOTE: THIS CAN BE SKIPPED.

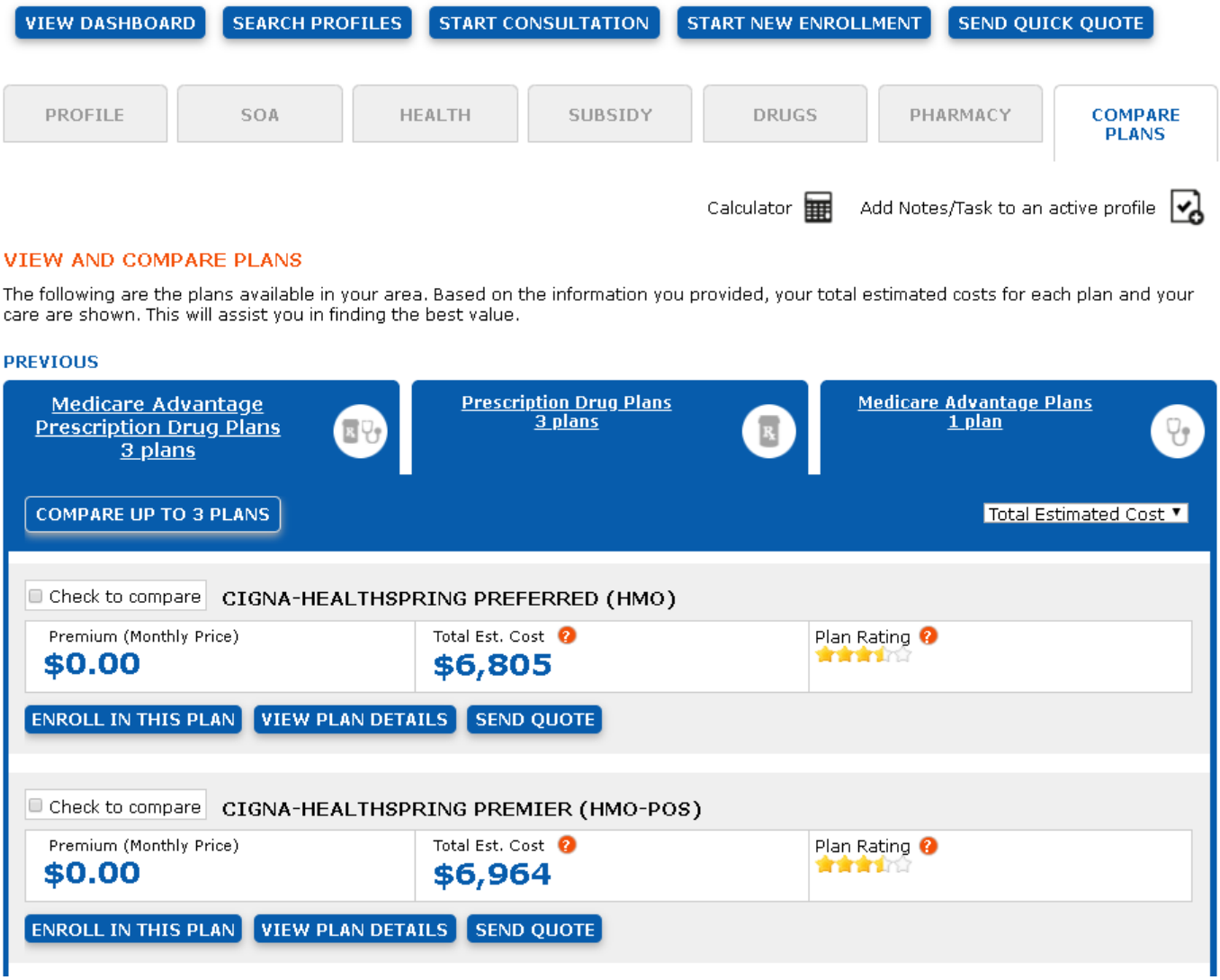




STEP 7: COMPARE PLANS SIDE BY SIDE OR VIEW ONE PLAN AT A TIME



STEP 8: SEND QUOTE, VIEW DETAILS OR ENROLL

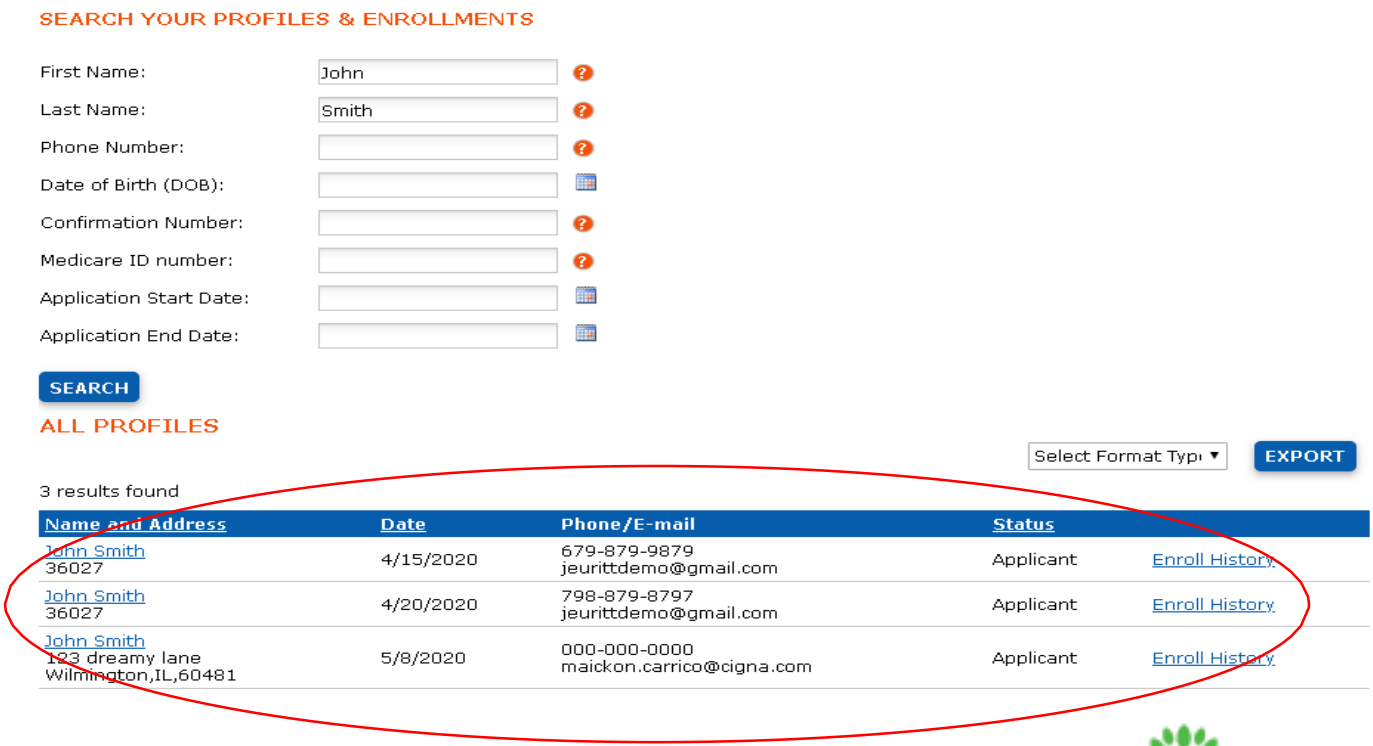


SEARCH PROFILES

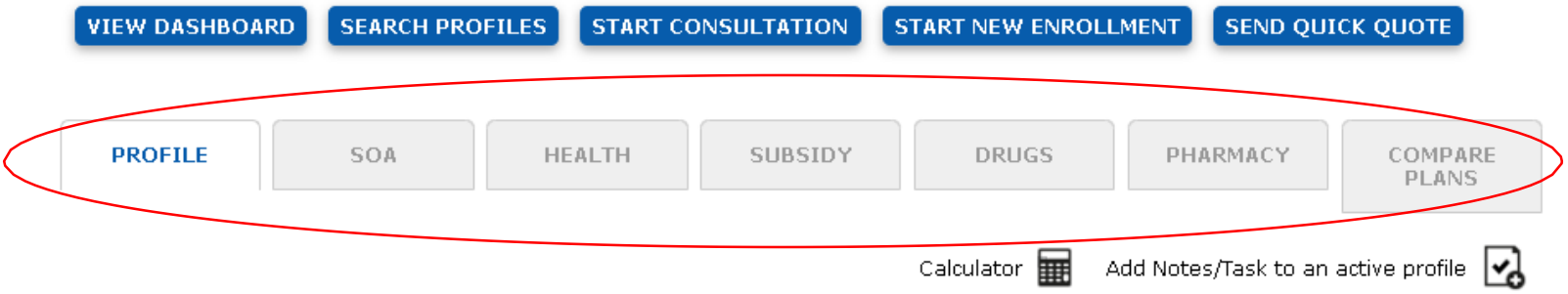
Find partial and completed profiles as needed.

STEP 1: SELECT SEARCH PROFILES

STEP 2: SEARCH BY TYPING ANY OF CRITERIA LISTED. SELECT PROFILE FROM RESULTS RETURNED.



STEP 3: NAVIGATE BY TABS TO PICK UP WHERE YOU LEFT OFF.



CREATE A NEW PROFILE

* Denotes a required field.

Beneficiary Information

* First Name

* Last Name

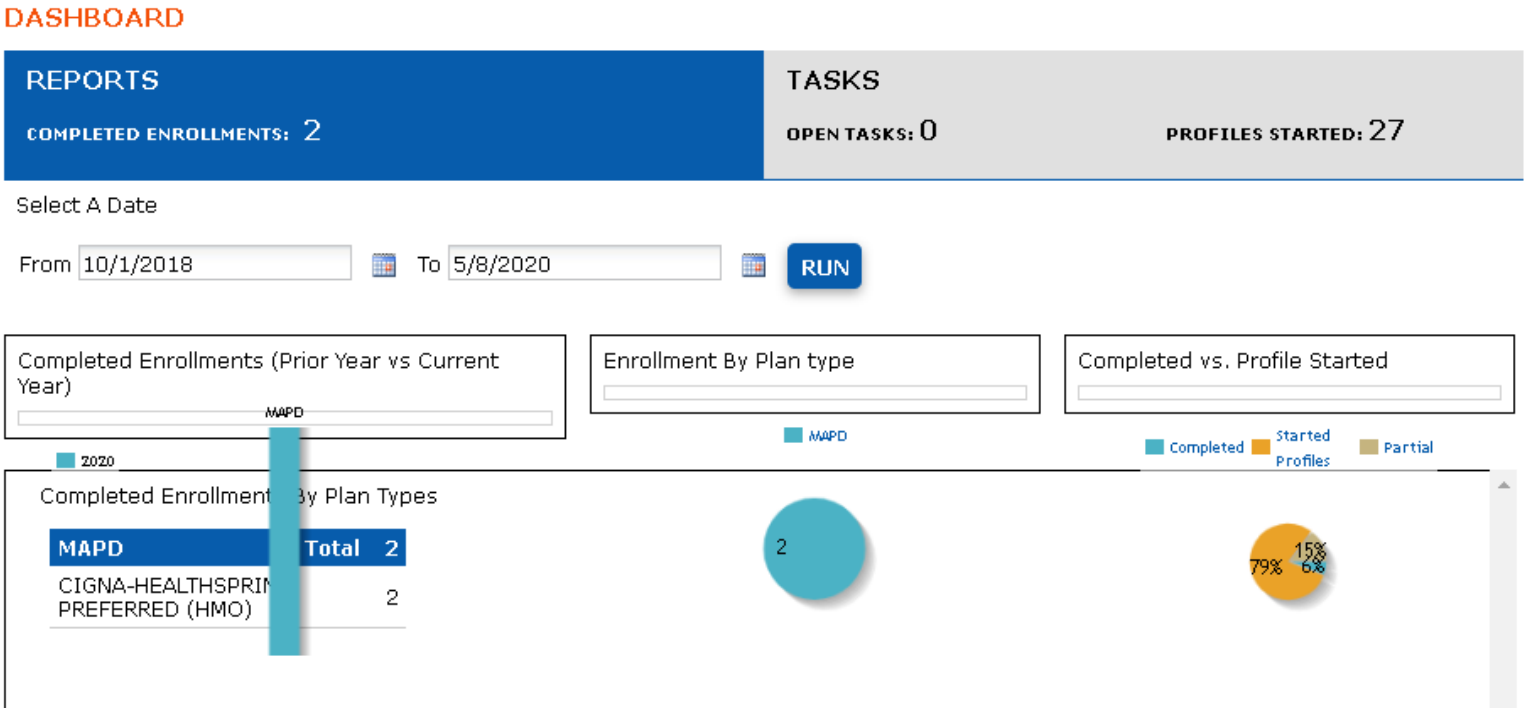
* Date of Birth

Required Format:mm/dd/yyyy

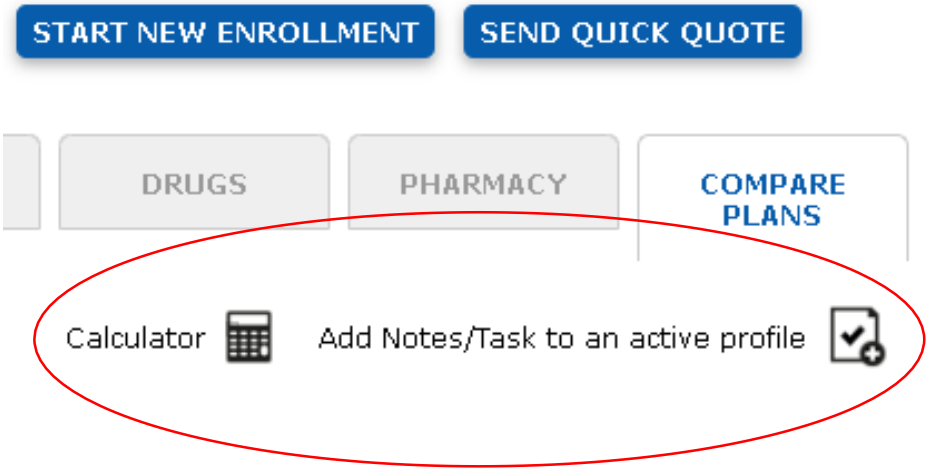
* ZIP code

TOOLS & RESOURCES

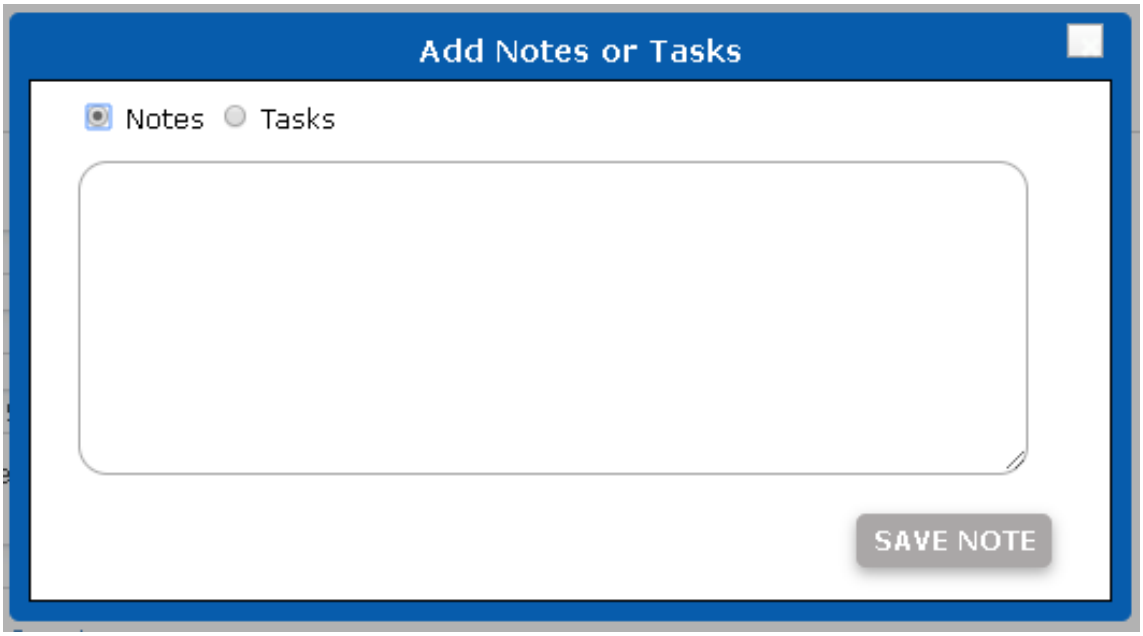
DASHBOARD: ALLOWS YOU TO VIEW AND PULL REPORTS ON YOUR BOOK OF BUSINESS AS WELL AS VIEW ALL TASKS ASSIGNED TO PROFILES.



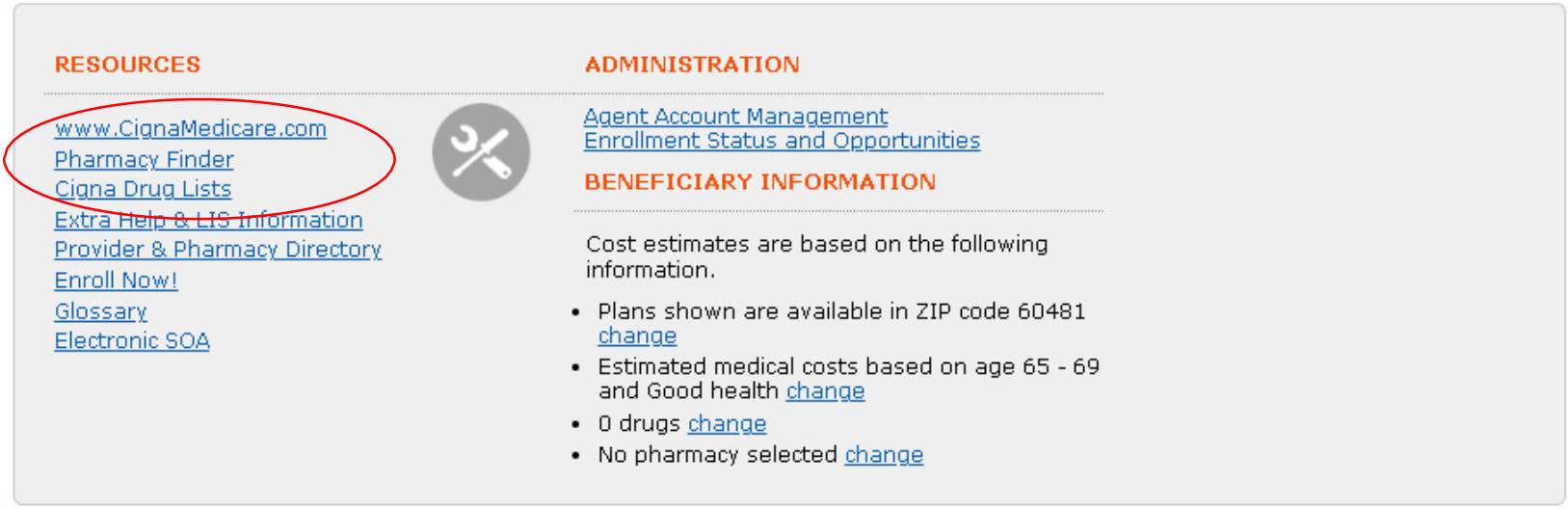
PAGE TOOLS: A CALCULATOR AND NOTES & TASKS FUNCTION CAN BE FOUND ON EACH PAGE.



TO ADD A NOTE OR TASK TO A PROFILE, SELECT THE ICON, TYPE YOUR NOTE/TASK AND SELECT A DUE DATE. ALL TASKS WILL SHOW UP IN ORDER BY DUE DATE ON THE DASHBOARD UNDER THE 'TASKS' TAB.



FORMULARY, PHARMACY AND PROVIDER INFORMATION CAN BE FOUND IN THE FOOTER OF EACH PAGE UNDER 'RESOURCES'. SELECTING THE LINK WILL ALLOW YOU TO SEARCH FOR PLAN SPECIFIC INFORMATION.



Questions?

THANK YOU!

Together, all the way.®