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CSB UPDATE

Timely news from Cigna Supplemental Benefits

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Important Updates

Holiday Closure

Our office will be closed on May 25th in honor of the Memorial Day holiday.

CHLIC Med Supp State Launches

Our CHLIC Medicare supplement product is coming to New Hampshire and New Mexico!

New CHLIC States Launching

Our CHLIC Medicare supplement product is now available for sale in Florida, and will be launching in New Hampshire and New Mexico this month! View materials for Florida and other upcoming launches and order your sales materials today on [AgentView!](#)

Florida: [Outline of Coverage](#) and [application](#)

New Hampshire: [Outlines of Coverage](#) and [Application](#)

New Mexico: [Outlines of Coverage](#) and [Application](#)

May Monthly Awareness

May is National American Stroke month, National Skin Cancer month, and Older Americans month. This is an excellent time to educate your customers about our Flexible Choice Cancer, Heart Attack and Stroke, and Hospital Indemnity products.

Heart Attack and Stroke

We've added four new riders to our Flexible Choice Heart Attack and Stroke product to provide more options to fit your customers' unique needs. Find out more about our [enhanced riders and shorter look back](#).

Hospital Indemnity

It's no secret that hospital visits can be expensive. However, there are other hospital expenses that can prove costly as well. These include extended hospital stays, emergency room visits, ambulance transportation, and more. That's why having a supplemental hospital indemnity insurance policy could be a smart financial decision that provides additional protection for your customer and their loved ones. View our [product flyer](#) to learn more.

Contests and Incentives

New 2020 Sales Incentives

Our new sales incentives are here and they're designed to help you win big! You can earn:

1,000 leads with a direct mailer campaign for every fourth underwritten app

\$100 for every underwritten app with a minimum of 5 apps

\$25 for every supplemental health app with a minimum of 5 apps*

Please note that incentives are not available in all states. For a complete list of included states and to find out how you can be rewarded in a big way, click [here](#).

Vancouver

We're going to Vancouver for our 2021 agent incentive trip! You work like nobody else and once again, Cigna is ready to reward you. How? By sending you to a place like nowhere else - Vancouver! Here, the best of civilization and nature come together as you wander from historic Gastown and Granville Island Public Market right into Stanley Park to the alpine playgrounds of Grouse Mountain. You'll enjoy exceptional dining and sightseeing just steps from your world-class accommodation.

[Learn how to get there.](#) View our [trip ranking report](#) for Vancouver!

Operational Updates

Memorial Day Office Closure

Our office will be closed on Monday, May 25th in honor of the Memorial Day holiday. You can still access AgentView, ExpressApp, and our other valuable online tools during this closure, and we will be ready to assist you again when we return to the office on Tuesday, May 26th.

System Upgrades

To ensure we're providing you with the best user experience and level of service, we're upgrading our systems. To implement this upgrade, we may need to temporarily suspend AgentView this Friday, May 22nd from 12 - 1PM CT. ExpressApp can be accessed during this one hour downtime if you log on prior to 12PM CT.

Action Required – AgentView Update

In an ongoing effort to provide our brokers across all Cigna channels with a consistent and secure user experience, CSB is integrating AgentView with CignaforBrokers.

Effective April 28th, the first time you log into AgentView, you will be asked to update your credentials to initiate the migration.

Migrating is simple. Here's how:

Our [simple guide](#) can help get you started. If you have questions or experience issues with your account, our Agent Resource Center (ARC) is ready to assist and can be reached at **877.454.0923**.

Hospital Indemnity on CSG Actuarial

We are pleased to announce that our Hospital Indemnity rates for all states are now available on CSG Actuarial.

New Agent Resource Center (ARC) Hours

As of May 4th, 2020, our Agent Resource Center (ARC) is open to assist agents from 8:00AM - 5:30PM CT. You can contact ARC with any questions during the new business hours at **877.454.0923**.

Address Transition Update

We're changing our current Post Office Box address in Austin to a new location in Scranton Pennsylvania. This is to allow us to quickly handle mail through our system.

On April 27, 2020, we began sending address change announcements with all Explanations of Benefits (EOBs). After July 1, 2020, a review of the members who did not receive an EOB during this time will be conducted, and an additional mailing will be sent to those members.

Rate Adjustments

ARLIC

American Retirement Life Insurance Company (ARLIC) Medicare supplement insurance plans are experiencing rate adjustments in the following states:

6/1/2020 - [Kentucky](#)

Preview the [ARLIC rate adjustments](#) in each state listed above. Review the Outlines of Coverage by clicking each state.

CHLIC

Cigna Health and Life Insurance Company (CHLIC) Medicare supplement insurance plans are experiencing rate adjustments in the following states:

6/1/2020 - [Alabama](#), [South Dakota](#)

7/1/2020 - [Maryland](#)

Preview the [CHLIC rate adjustments](#) in each state listed above. Review the Outlines of Coverage by clicking each state.

Loyal Rate

Loyal American Life Insurance Company (Loyal) Medicare Supplement insurance plans are experiencing rate adjustments in the following states:

7/1/2020 - [Maine](#)

Preview the [Loyal rate adjustments](#) in each state listed above. Review the Outlines of Coverage by clicking each state.



VANCOUVER 2021

Like nowhere else. Like nobody else.

Earn trip credits toward Cigna Supplemental Benefits' annual incentive trip to Vancouver next year. [Join us June 13–17, 2021.](#)

Together, all the way.®

* Excludes Final Expense policies

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