



## 2024 Medicare Advantage sales materials are now available in CustomPoint

Start ordering your sales kits for AEP 2024 today.

Materials for AEP 2024 are now available in CustomPoint. Choose from sales kits, comparison brochures, and brochure holders to boost your sales during AEP this year. Orders are shipped on a first in, first out basis.

To access CustomPoint, log in to [CignaforBrokers.com](https://CignaforBrokers.com), then select CustomPoint from the dashboard to be directed to the site. For instructions on using the site, you can review our [job aid](#) after logging in to Producers' University or read through the instructions at the bottom of this message.

## **Keep in mind:**

- You must be certified and ready to sell in order to access 2024 materials. You will only be able to access materials for the markets that you are ready to sell in.
- Orders placed in August and September may show as backordered until materials have been printed and delivered to fulfillment facilities.
- Please do not duplicate orders that have a "Backorder" status.
- You can log in to CustomPoint to track your shipment.
- Please be mindful of order quantities and check in with your upline regarding kit ordering to ensure that duplicate orders do not occur.

## **Prescription Drug Plan (PDP) Enrollment Kits:**

Great news! All agents\* will automatically receive an initial supply of two PDP enrollment kits for AEP 2024 which will be mailed out starting in mid-September. In addition to the enrollment kits, you will also receive an abridged formulary to use as a reference booklet if you are unable to access our online plan comparison tool.

Please remember that PDP enrollment kits are universal and not market-specific.

Be on the lookout for more information coming soon from Cigna Medicare Advantage ([salesupdates@mabrokers.cigna.com](mailto:salesupdates@mabrokers.cigna.com)) regarding the steps to ordering additional PDP enrollment kits to meet your clients' needs.

If you have questions about using CustomPoint, please reach out to your local Broker Manager.

*\*Does not apply to Call Center agents.*

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CustomPoint®  
Integrated Communications  
Management

Please Log In

User ID:

Password:

Account:

[Forgot Your Password?](#)  
[Forgot Your User ID?](#)

### Login info:

- **User ID:** Agent Number, Writing Number, or Agency ID (for example 'B123456').
- **Password:** S3niOrs!
- **Account:** CignaGov

### Here's how to order your Medicare Advantage Sales Kits, Brochures and Brochure Holders:

1. From the CustomPoint home/main page, go to the top navigation menu.
2. Hover over *Catalogs*, select *Sales Materials (Book, Brochure, etc.)*, click on *2024*, and then on the next screen, select your state.
3. On the next screen, select the desired sales materials (*Comparison Brochure* or *Sales Kit Book*).

4. Hover over the Item Description of the material you want, enter the quantity required, and then add to cart (note that you can also add items to your cart by clicking on the green plus symbol in the order column). You will see an "Item Added to Cart" pop-up.
5. If you wish to add additional materials to your cart, repeat the steps above until you have ordered what you need. When finished, proceed to the steps below to checkout.

### **Here's how to checkout:**

1. **Begin Checkout** - Select *Cart* at the top of the screen to view your order so far. Review your cart for accuracy. Note that from here, you can continue shopping or checkout. If shopping is complete, choose *Checkout*.
  2. **Delivery Options** - If you're a first-time user, manually enter your shipping address. If you're a returning user, choose your previous address in the drop-down menu called "Address Source." Once you have entered or populated your shipping address on this screen, make sure the selections "Add to Address Book" and "Is Default Address" are checked at the bottom of the screen.
  3. **Bill To Address** - If you are ordering customizable materials, your address will populate in the "Bill To Address."
  4. **Order Details** - Select your shipping and customer information and confirm it is correct. This page focuses on shipping costs. Please select cost center on this screen.
  5. **Order Summary** - This is your last chance to confirm, change, or otherwise adjust your order. If everything looks correct, select *Submit Order*.
  6. **Confirmation** - A confirmation email from RR Donnelly will be sent to you shortly with details pertaining to your order.
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**Cigna Agent Resource Line (CARL)**

**866.442.7516**

**[CARL@cigna.com](mailto:CARL@cigna.com)**

7 a.m. to 6 p.m. CST, Monday through Friday

*Spanish queue available*

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