

New ways to submit your Health Risk Assessments (HRAs)

The new submission tools will make facilitating HRAs easier than ever before.

Our Value Based Enrollment (VBE) initiative continues to be a successful and well-received program among our Cigna Healthcare agents.

As part of this program, you can earn \$75 or \$125 (depending on the plan) for facilitating Health Risk Assessments (HRAs) with your eligible customers, which means more money in your pocket!

[New ways to submit HRAs](#)

We've heard your feedback and have worked to make HRA facilitation easier and faster than before.

As of **October 1, 2023**, you will be able to access our HRA in the following locations:

- **SunFire or ConnectureDRX:** HRA embedded in each program for agents that are fully integrated into the respective vendor platform.
- **SignaforBrokers:** For non-SunFire users and/or non-ConnectureDRX agency partners – Use single sign-on to access the **SunFire** HRA via the "Health Risk Assessment" link in the Tools section.
- **eEnrollment:** HRA embedded at the end of the customer enrollment process. Access by clicking the "Cigna HRA Survey Tool" button on the enrollment Submission Confirmation screen.

Current HRA tool - Icario

You can continue to use the Icario tool to facilitate HRAs with your customers **until December 31, 2023**. After this date, Icario will no longer be available to facilitate HRAs, but you will be able to use the new tools listed above – SunFire and ConnectureDRX.

To learn more about our HRAs and how to use the new platforms to facilitate them, please review the following documents and read the information below. Please reach out to CARL@cignahealthcare.com if you have any questions.

You must log in to [Producers' University](#) to view the documents below.

- [VBE HRA Program Guide](#)
- [SunFire Training Guide](#)
- [ConnectureDRX Training Guide](#)

Prerequisites and requirements

To be authorized to facilitate the VBE HRA, you must:

- Complete VBE HRA training via [Producers' University](#). (VBE HRA training is **no longer a separate or standalone course** – we have embedded the content as a downloadable PDF in *Our Compliance Program*.)
- Qualify as 'Ready to Sell' to complete the enrollment application with the customer.

After you complete the VBE HRA training, you will receive access to our electronic HRA within 24-72 hours (if you are 'Ready to Sell').

Deadlines to submit HRAs

You must facilitate the HRA with the customer and submit the completed HRA in the portal, within ten (10) calendar days of the customer's application sign date, in order to ensure a positive customer experience.

As a best practice, you should obtain the HRA immediately after completing the customer's application for enrollment. Otherwise, we recommend confirming your next appointment with the customer with the date and time details, prior to making the next outreach.

You'll have until **December 22, 2023** to submit the HRA for any customer applications taken from October 1 – December 7, 2023.

Please feel free to reach out if you have any questions.

Cigna Agent Resource Line (CARL)

866.442.7516

CARL@cigna.com

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

Spanish queue available

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