



# Cigna Healthcare Small Group Renewal and Enrollment Instructions

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Here are helpful instructions in selling Cigna Healthcare's Small Group health insurance. You can offer your clients coverage on the Cigna Healthcare Open Access Plus or LocalPLUS® plans in your state.

### STEP 1 – Review Renewal Information

- **Approximately 60 days before your renewal effective date, you should receive a renewal package through the mail. The package will also be available on Cigna for [CignaforBrokers.com](https://CignaforBrokers.com).**
  - **Need to register?** – Reference these [instructions](#).
- **Additionally, access 2025 plan designs, networks, UW guidelines, rate grids and more at [Cigna.com/Small-Group-Plans](https://Cigna.com/Small-Group-Plans).**
- **Need help?** – send email to [SmallGroupSales@CignaHealthcare.com](mailto:SmallGroupSales@CignaHealthcare.com)

### STEP 2 – Renewal Quoting & Decisions

- **Decide on changes to enrollment or if you want plan changes for renewal quoting.**
  - **Renewal As Is:** Send renewal package and completed Employer Application to [CignaGroup.NewBusiness.ext@wipro.com](mailto:CignaGroup.NewBusiness.ext@wipro.com)
  - **Renewal With Changes**
    - Submit re-rating request to [SmallGroupSales@CignaHealthcare.com](mailto:SmallGroupSales@CignaHealthcare.com)
    - Include Census changes and/or Plans to be quoted
    - Send selected quote/rates with census, any employee waiver forms for employees newly waiving at the renewal effective date, and completed Employer Application to [CignaGroup.NewBusiness.ext@wipro.com](mailto:CignaGroup.NewBusiness.ext@wipro.com)
- **Need help?** – send email to [SmallGroupSales@CignaHealthcare.com](mailto:SmallGroupSales@CignaHealthcare.com)

### STEP 3 – Installation & Enrollment

- **Final enrollment detail will be used to ensure accurate final rates.**
- **Once installation is complete and approved, the employer and broker(s) of record will receive email confirmation from the small group support team.**
  - Employer clients will receive a Welcome letter, and enrolled employees will receive new Cigna Healthcare ID Cards soon after the confirmation.

- **All eligibility, demographic special enrollment changes can be submitted to dedicated small group team:** [CignaGroup.Processing.ext@wipro.com](mailto:CignaGroup.Processing.ext@wipro.com)
- **All questions on invoices and payments can be submitted to dedicated small group team:** [CignaGroup.Processing.ext@wipro.com](mailto:CignaGroup.Processing.ext@wipro.com)

### **Helpful Links**

- Employer Enrollment Applications
  - [Arizona](#)
  - [Georgia](#)
  - [Tennessee](#)
- Employee Waiver Forms
  - [Arizona](#)
  - [Georgia](#)
  - [Tennessee](#)
- [Small Group Health Insurance Plans \(2-50 Employees\) | Cigna Healthcare](#)
- Cigna for Brokers: <https://www.cignaforbrokers.com>

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