

# eAGENT WEBSITE GUIDE



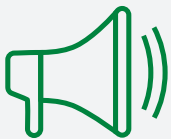
## Your Quick-Ref guide

### It's amazing what you can do on eAgent!

**Whether you're in your office or out on the road, you can:**

- › See all your scheduled appointments
- › View details about your leads and customers
- › View your Scopes of Appointment
- › Track your submitted applications
- › See the list of Training Courses you've completed
- › Link directly to AHIP and PinPoint
- › Look up Physicians in our most up-to-date Provider Directory

**And you can easily download the reports you've generated to a PDF or Excel.**



**Before you begin using eAgent,** it's best to be in Private Browsing mode which prevents you from receiving "Application Errors." To begin a Private Browsing session, use the shortcuts designated below:

**Mozilla Firefox**—Ctrl + Shift + P

**Chrome**—Ctrl + Shift + N

**Internet Explorer**—Ctrl + Shift + P

## Logging In

- 1 To launch the site, go to **broker.cignahealthspring.com**
- 2 Enter your User Name (usually your Agent ID) and Password (found in your Welcome Email).
- 3 The first time you log in, create a Password that has:
  - › between 8 and 20 characters
  - › at least one uppercase letter
  - › at least one lowercase letter
  - › at least one numeric character
  - › and no spaces
- 4 Questions? Contact your Sales Manager or call HAAL at **866.442.7516**

[Forgot password](#)



User Name

Password

☐ This is a private computer

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## Menu Bar

The Menu bar is located across the top of every page.

Just click on the heading to access information regarding: **Leads, Applications, Appointments, SOA's, Reports, News, Site Links, or your Profile.**

TestNew TestNew | Help | Sign out

My Leads ▾ My Applications ▾ My Scope of Appointments ▾ Report Downloads ▾ News

Lead - My Leads

Drag a column header and drop it here to group by that column

Lead Id	First Name	Last Name	Lead Status	Address 1	Address 2	City
1,235,702	TestCitrix	TestCitrix	Closed	111111	CTX12345678901	Pikesville
1,229,035	TestClosedBRC	TestClosedBRC	Closed	111	222	Baltimore
1,227,588	DisasterTX	DisasterTX	Closed	11111	11	Dallas
1,227,171	TestIL	TestIL	Closed	111 Water		Joliet
1,221,749	testststs	testststs	Closed	11	222	Baltimore
1,220,348	TestprodBM812	TestprodBM812	Closed	111bb		Baltimore
1,215,550	TestNewForm	TestNewForm	Closed	111		Mobile
1,169,481	TestBkCICgg	TestBkCIC	Closed	11 TestBkCIC	11	Baltimore
1,042,922	TestIN	TestIN	Closed	111		Gary
1,021,963	Testtprod	Testtprod	Closed	111		Baltimore
1,021,962	testprodct	testprodct	Closed	111		baltimore
1,015,200	testtprod	testtprod	Closed	111		baltimore
1,008,639	testnewleadct	testnewleadct	Closed	1111		baltimore
995,506	TestCarolinas	TestCarolinas	Closed	111		Concord
995,277	TestAZ	TestAZ	Pending	111		Phoenix
994,609	TestBMM0822	TestBMM0822	Closed	1111		Baltimore

Open Open in new window Refresh

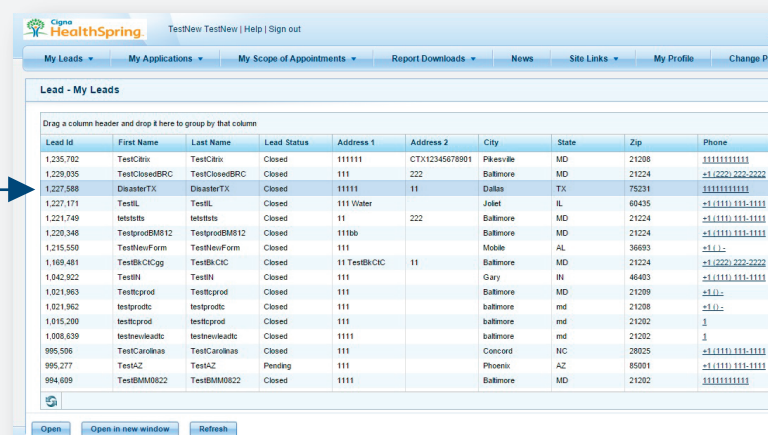
## Here's How to Access...

### Your leads and upcoming appointments

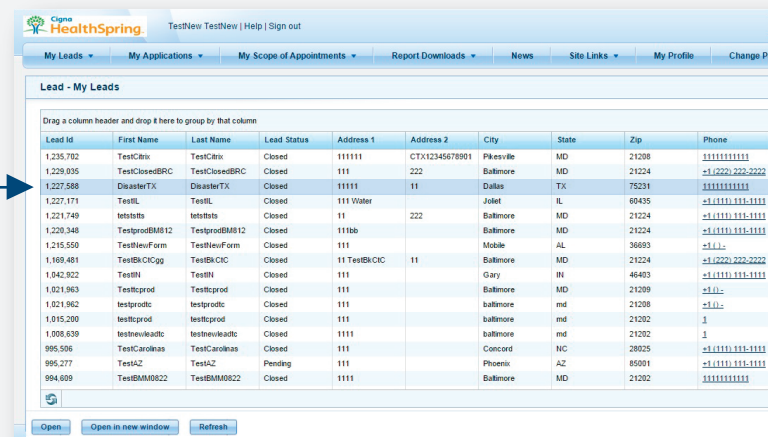
When you hover over the **My Leads** heading, this dropdown selection list appears.



To display ALL your leads, click directly on **My Leads**. If you wish to select a specific lead from the all-inclusive list that appears, double-click on the line with the lead's name and you will have access to their **Profile, Disposition status, Applications**, and any past **Activities**.



If you return to hovering over the **My Leads** heading on the Menu Bar, you can view all the in-home **Upcoming Appointments** you have scheduled. Double-clicking on a specific appointment will yield further details.



Together, all the way.<sup>SM</sup>

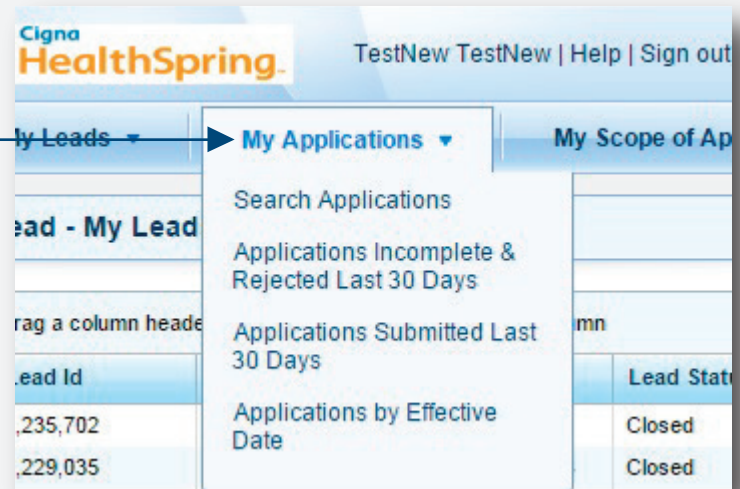


## Here's How to Access... (Continued)

### Your Applications

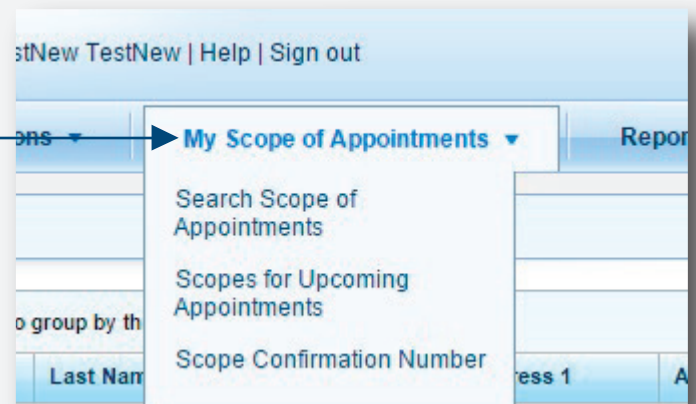
Hover over the **My Applications** heading to view the functions available regarding your enrollment applications.

To display ALL your applications, click directly on **My Applications**. If you wish to select a specific application from the all-inclusive list that appears, double-click on the line for that application to view additional details.



### Your SOA's

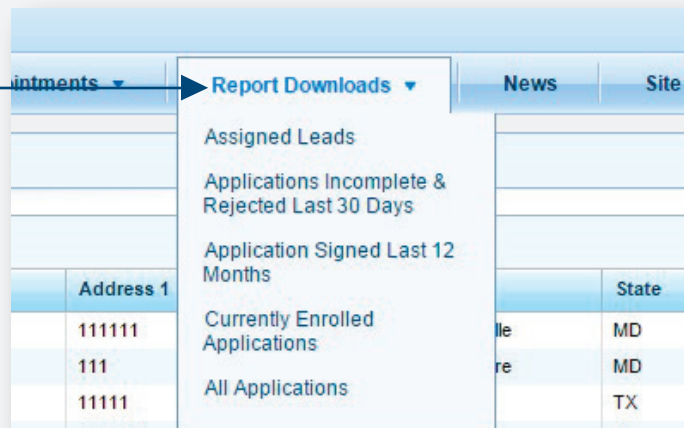
Hovering over the **My Scope of Appointments** heading will display a dropdown list of other selection items available to help manage your SOA's.



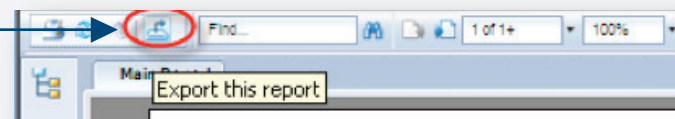
## Here's How to Access... (Continued)

### Your Reports

You can download reports for all the items listed in the dropdown menu here.

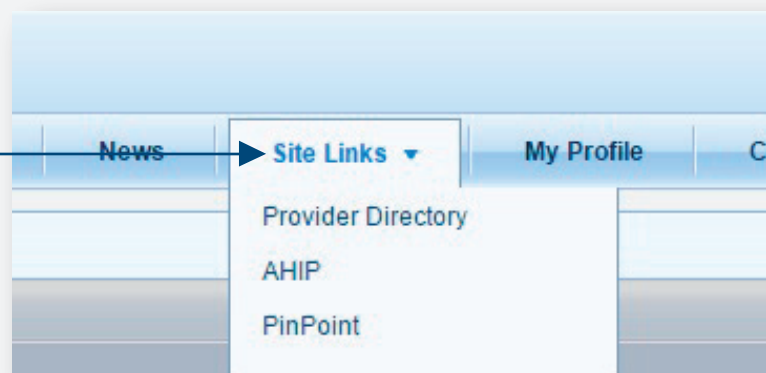


Once you generate a report in eAgent, it can be exported into a PDF or Excel file by clicking on the **Export this Report** button at the top left of the report's screen. Follow the prompts for format choices and select **Export**.



### Site Links to our Provider Directory, AHIP, and PinPoint

For links to the most recent **Provider Directory**, to access our training courses at **PinPoint**, and to go to the **AHIP** website for your online test exams, hover over **Site Links** and select the link you require.



# Troubleshooter

## Your Problem

I was on eAgent and was automatically logged out. As a result, I lost my unsaved information.

## The Cause

This is a security feature. After 5 minutes of inactivity, eAgent gives you a warning prompt and soon after logs you out automatically. Any unsaved information is lost.

**Note: This is a common occurrence, so save changes as you work!**

## Need help?

Refer to the eAgent module found under **Recommended Training** on the AHIP website, <https://healthspring.cmssystem.com>.



### Questions?

Contact HAAL at **866.442.7516**