



NOTE: The following is for Off-Exchange enrollment only.

Need to change your health insurance agent (Agent of Record (AOR))?

Your Agent of Record (AOR) is the health insurance agent assisting you with plan selection and enrollment into a health insurance plan on the Individual Exchange. Agents of record can also help answer questions about your coverage and help you navigate any issues that might arise. For these services, they are paid commission. Changing your AOR indicates that you are now working with a different agent for these services, (or are no longer receiving services from any agent). Changing AOR will change who commissions are paid to.

Please complete the following:

I, [Subscriber's Name] _____, request to change my health insurance agent (Agent of Record (AOR)). (Note, this request will change the Agent of Record for all members on this policy, subscriber plus dependents.)

Subscriber ID: _____ (Subscriber ID can be found on your health insurance ID card.)

Subscriber DOB: ____/____/____

New Agent of Record's name: _____

New Agent of Record's National Producer Number (NPN): _____

Or if switching to no representation/no agent of record, please check here ☐

Subscriber signature _____ Date ____/____/____

Mail or fax the above written request to:

UnitedHealthcare Individual and Family Plan
P.O. Box 30753
Salt Lake City, UT 84130

Fax: 1-844-386-9286

Upon receipt by UnitedHealthcare Individual and Family Plan, change AOR requests may take 7 calendar days to process and should take effect at the end of the month processing is completed.