



Have a Sales Related Compliance Question?

The **Compliance_Questions@uhc.com** email is available for UnitedHealthcare Individual and Family Plan (IFP) sales employees and contracted agents to ask questions about UnitedHealthcare sales policies or regulatory requirements. The following information is provided to help you get the most from your interactions with us.

Various resources are available on Jarvis to assist you in conducting your business compliantly, including the IFP Agent Guide and topic-specific job aids. Refer to those resources and contact the Compliance Questions mailbox if your questions remain.

When emailing the Compliance Questions mailbox, provide your name and National Producer Number (NPN) or agent writing number.



Contracting, Commissions, Enrollment, Benefit information, Sales materials, HealthSherpa access, Provider and Rx lookups?

Contact the Producer Help Desk (PHD) at **1-866-235-4095** Mon-Fri 8 a.m. - 7 p.m. CT



Material Review Requests

UnitedHealthcare does not review or approve agent created materials. However, if the IFP Agent Guide does not address a specific concern regarding a material you are developing, please provide us with a draft of the material along with your detailed questions. Overly broad questions such as, “Is this material compliant?” will result in referral back to the IFP Agent Guide.



Reporting Allegations of Noncompliance

- UnitedHealthcare member complaints associated with noncompliant activities must be managed through UnitedHealthcare's Member Services. If there is an agent or provider associated with the non-compliant activity, Member Services will refer the issue to the appropriate team.
- Refer allegations of noncompliant sales activity that do not involve a member complaint to the Compliance Questions mailbox. Provide detailed information related to the situation including names and contact information of individuals involved, the noncompliant activity observed, and any supporting evidence available, such as pictures or complete copies of mailers.

UnitedHealthcare only investigates agent allegations involving contracted UnitedHealthcare agents or employees for business conducted on behalf of UnitedHealthcare. Direct allegations of noncompliance by agents representing another carrier to that carrier.

Report by Phone



To report by phone, call **1-800-455-4521** to report by phone any illegal or unethical conduct, including violations of law, contractual obligations, and company policies (including the Principles of Ethics and Integrity); privacy issues; or suspected fraud, waste, and abuse.

Agent of Record Complaints

If a member has left your book of business, you must only contact the member by postal mail unless you have permission to contact by other means.



Product availability and designs vary by state. Not For Consumer Use. Agents contracting with UnitedHealthcare are not employees of UnitedHealthcare and will not be in the future.

Medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization, Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in LA, TN and AL; Optimum Choice, Inc. in VA and MD; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of Texas, Inc.; and UnitedHealthcare of Oregon, Inc. in WA. Administrative Services provided by United HealthCare Services, Inc. or their affiliates.