

Do you have a question related to Medicare sales compliance?

The Compliance_Questions@uhc.com email is available for UnitedHealthcare Medicare sales employees and contracted agents to ask questions about UnitedHealthcare sales policies or regulatory requirements. The following information will help you get the most from your interactions with us.

Resources like the Agent Guide and topic specific job aids are available on Jarvis to assist you with conducting your business compliantly. Refer to those resources and contact the Compliance Questions mailbox if your questions remain unanswered.

When emailing the Compliance Questions mailbox, provide your name and agent writing number.

Marketing Activity Proposals

Provide detailed information about:

- Event type (Marketing/Sales or Educational; Formal or Informal)
- Target audience
- How the event or activity will be advertised
- If partnering with another entity, provide their name and describe their role in the event. Include information about any financial arrangements.
- Will you be providing gifts, promotional items or prizes? What they are and how much they cost.
- Other proposed activities

Material Review Requests

UnitedHealthcare does not review or approve agent created communication materials. (The current Agent Guide on Jarvis has definitions for “communication” vs. “marketing” materials.) If the Agent Guide does not address a specific concern regarding the 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 Agent Guide.

Reporting Allegations of Noncompliance

- Refer allegations of non-compliant 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 member complaints associated with non-compliant activities must be reported by the member through UnitedHealthcare’s Member Services. If there is an agent or provider associated with the

Producer Help Desk

Contracting, Commissions, Certification, Event Reporting, Provider Directory Concerns or Where to Locate Resources?

Contact the Producer Help Desk (PHD):

Utilize our chat feature on Jarvis to connect with a representative.

888-381- 8581 Mon-Fri 7am-9pm CT

Spanish: 866-235-5990

AOR Complaints

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

Contact the PHD to submit AOR Appeals

non-compliant activity, Member Services will refer the issue to the appropriate team.

A member issue escalation form is provided on Jarvis. This form must only be used as indicated and submitted as directed on the form.

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.

Additional Reporting Resources:

- To report Fraud Waste Abuse (FWA) concerns: report online at uhc.com/fraud or by calling 844-359-7736.
- To report other Compliance & Ethics Concerns: you may email EthicsOffice@uhg.com, report online at UHGhelpcenter.ethicspoint.com, or by calling 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.