UnitedHealthcare®

Pending Application Agent Required Actions

Most pend codes do not require any agent action.

To determine if you do need to take action, review the table below for instructions on what you should do.

Pending Application Code	What Should An Agent Do?
APPLICATION EXCEPTION OCCURRED	No action needed
APPLICATION GROUP NUMBER, MULTIPLE GROUP NUMBERS FOUND	No action needed
CHRONIC SNP PLAN REQUIRES VERIFICATION	No action needed
CSP MEMBER ID MISSING	No action needed
DOB DIFFERENCE	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
DUAL SNP PLAN REQUIRED VERIFICATION	If member has an award letter or proof of Medicaid, that proof needs to be securely emailed or faxed to UnitedHealthcare. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
DUPLICATE APP WITH APP IN WORK QUEUE	No action needed
ELECTION TYPE NOT CORRECT	Contact Producer Help Desk for questions and support
ERROR DOING PLAN CHANGE, PERFORM MANUAL PLAN CHANGE	No action needed
ERROR NO GROUP NUMBER FOUND	No action needed
ERROR PROCESSING DSNP ELIGIBILITY	Agent should securely email or fax UnitedHealthcare the valid Medicaid award letter. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).

Pending Application Code	What Should An Agent Do?
FIRST NAME DIFFERENCE	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
FOREIGN ADDRESS	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
GENDER DIFFERENCE	Contact Producer Help Desk for questions and support
INCONSISTENT EMPLOYER INFORMATION	No action needed
INDIVIDUAL DISCREPANCY WITH APPLICATION	No action needed
INVALID ADDRESS INDICATED	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
INVALID CLAIM NUMBER	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
INVALID EFFECTIVE DATE REQUEST	Contact Producer Help Desk for questions and support
INVALID SIGNATURE DATE	Contact Producer Help Desk for questions and support. Applicant should be available by phone to attest.
INVALID SIGNATURE PRESENCE	Contact Producer Help Desk for questions and support. Applicant should be available by phone to attest.
LAST NAME DIFFERENCE	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
LAST NAME NOT FOUND	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MATCHING RULES INELIGIBLE	If member has an award letter or proof of Medicaid, that proof needs to be securely emailed or faxed to UnitedHealthcare. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MEDICARE A AND/OR B END DATES EXIST	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MEDICARE D END DATE EXISTS	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).

Pending Application Code	What Should An Agent Do?
MEDICARE INELIGIBLE	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MEDICARE NUMBER NOT FOUND	Agent should securely email or fax UnitedHealthcare a copy of the member's Medicare card. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MEMBER INCARCERATED	Applicant should contact CMS
MEMBER NOT LAWFULLY PRESENT	Applicant should contact CMS
MEMBERSHIP NUMBER ALREADY IN USE	No action needed
MISSING ADDRESS	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING CLAIM NUMBER	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING DATE OF BIRTH	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING GENDER	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING LAST NAME	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING MEDICARE A AND B ACTIVE	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING MEDICARE PART D ELIGIBILITY ACTIVE	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MISSING PRIMARY ADDRESS	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
MULTIPLE ELECTION PERIODS	Contact Producer Help Desk for questions and support
MULTIPLE HOUSEHOLDS FOUND DURING MATCH	No action needed
NO MATCHING BENEFICIARY	If member has an award letter or proof of Medicaid, that proof needs to be securely emailed or faxed to UnitedHealthcare. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
NO MATCHING RULE	If member has an award letter or proof of Medicaid, that proof needs to be securely emailed or faxed to UnitedHealthcare. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).

Pending Application Code	What Should An Agent Do?
PCP VALIDATION FAILED, REPROCESS APPLICATION	No action needed
PLAN NOT AVAILABLE IN REGION	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
PLAN NOT SELECTED	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
PLAN NOT SELECTED OR NOT AVAILABLE IN REGION	Contact Producer Help Desk for questions and support
PO BOX ADDRESS	Agents should provide the missing or necessary information using the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
POSSIBLE MATCHING BENEFICIARY	If member has an award letter or proof of Medicaid, that proof needs to be securely emailed or faxed to UnitedHealthcare. Use the "Missing/Incomplete Enrollment Application Update Request Form" (see link below).
PROVIDER NUMBER MUST BE IN THE FORMAT ###########	No action needed
SELECTED PROVIDER NOT FOUND, SELECT A NEW PROVIDER	No action needed
SMS INBOUND PROCESSING FAILED	No action needed
SPECIAL HANDLING EXISTS	No action needed
SUPPORTING SERVICE IS DOWN	No action needed
UNABLE TO ASSIGN ELECTION PERIOD	Contact Producer Help Desk for questions and support
UNABLE TO ASSIGN PROPOSED EFFECTIVE DATE	Contact Producer Help Desk for questions and support
UNABLE TO DETERMINE PROVIDER STATUS	No action needed
UNABLE TO FIND OR CREATE HOUSEHOLD	No action needed
WORK QUEUE SEP REASON	Contact Producer Help Desk for questions and support
XEROX FAILED INFO	No action needed

To open, complete and send the "Missing/Incomplete Enrollment Application Update Request Form," hover your mouse over the document link below. You will see the cursor change and a hyperlink address appear. Click to open it.

Missing/Incomplete Enrollment Application Update Request Form