

IFP CONNECT

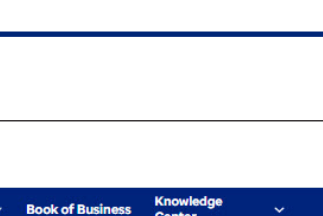


May 15, 2026

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In the Spotlight

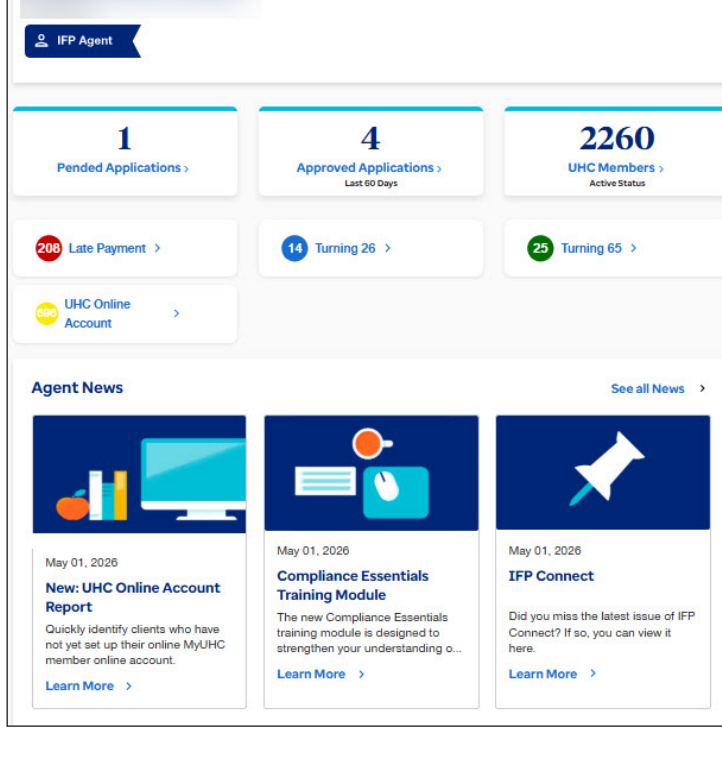


Agent News

Explore the Agent News section on the Jarvis homepage. This is your destination for timely Individual & Family Plans (IFP) updates, helpful resources and important reminders that may not always appear in IFP Connect or other emails. Agent news is added every week, making it a reliable place to check for the latest information to support you in your day to day work.

You can also view archived agent news in **Jarvis** by navigating to *Knowledge Center > Agent News*, making it easy to catch up anytime.

[Visit Jarvis](#)



UHC Online Account Report

The UHC Online Account Report in Jarvis helps you better support your clients by identifying who hasn't set up their MyUHC online account.

From the report, you can email clients directly using a built-in message that encourages registration and highlights the value of managing their plan online. The report is featured on the Jarvis homepage dashboard for quick visibility and can also be accessed by navigating to **Jarvis > Sales Tools > Age In Details**.

[View the report](#)



Compliance Corner



Compliance questions

Do you have a sales-related compliance question? Whether you are looking for more information about official policies for UnitedHealthcare IFP brokers or need to report suspected non-compliant behavior, the Compliance Questions Email Job Aid can help navigate how to do so. Available in English and Spanish, this resource ensures you reach the appropriate contact and get the information you need.

To access the Compliance Questions Email Job Aid, go to **Jarvis > Knowledge Center > IFP Compliance**.

[IFP Compliance](#)

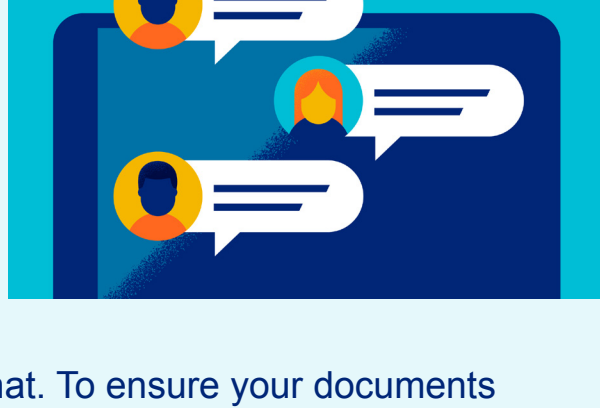
Real-time agent support on Jarvis

Chat with the Producer Help Desk (PHD) when you have a question. **The team is just a click away through chat in Jarvis**, connecting you directly with a dedicated Sales Support Representative in real time.

Using the chat feature is a quick and convenient way to get the answers you need without disrupting your workflow. Whether you're looking for guidance or clarification, our team is ready to help.

The PHD can assist with a wide range of topics via chat during normal business hours, including:

- Contracting and commission questions
- Provider and prescription lookups
- Enrollment and HealthSherpa questions
- Benefit details and sales materials
- Individual Coverage Health Reimbursement Arrangement (ICHRA)



Agents can also upload documents directly through the chat. To ensure your documents are received, please keep the chat conversation open until a PHD representative responds.

[Chat with PHD](#)

Agent Guide update



The IFP Agent Guide has been updated. Look for changes in **red** throughout the guide and make sure to discard previous versions.

This guide provides helpful insight regarding UnitedHealthcare IFP business operations. It's also a comprehensive document that outlines policies and procedures to ensure compliant and ethical conduct, professionalism, and knowledge of required business processes and responsibilities.

To access the IFP Agent Guide, go to **Jarvis > Knowledge Center > Training and Guides**.

[Agent Guide](#)



Archives: See previous IFP Connect articles

[Archives](#)

[UHCJarvis.com](#)

Click below to chat with the Producer Help Desk or call **1-866-235-4095**.

[Chat with PHD](#)

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