



In this issue:

- **In the Spotlight:**
Book of business enhancements
- **Member Experience Focus:**
Value-based care videos
- **Compliance Corner:** Quality-Related Metrics Monitoring
- **IFP Agent Guide update**

In the Spotlight



Book of business enhancements

Your book of business (BoB) downloadable report now allows you to access current and future totals for Monthly Premium, Advance Premium Tax Credit (APTC), State Subsidy, and Subscriber Responsibility during times of transition. These metrics can be displayed on the report as current values, future values, or both.

With this information, you can better support your clients by preparing them for any upcoming changes to their payments, ultimately ensuring coverage is not interrupted.

Please note: amendments to an existing policy will not generate future values on the report; only changes made during an Open Enrollment Period (OEP) or Special Enrollment Period (SEP). Additionally, only the primary subscriber will appear in results.

To view your BoB downloadable report, go to **Jarvis** > *Book of Business*.

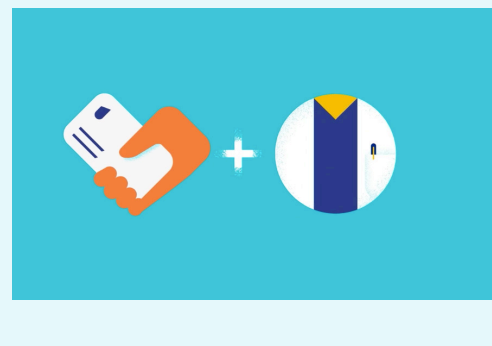
[Go to your BoB](#)


Member Experience Focus



Value-based care videos

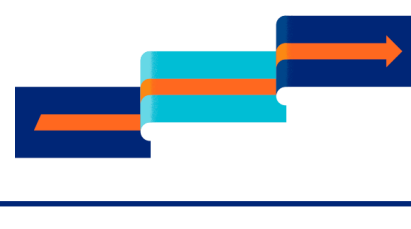
Help promote the incredible benefits and convenience of a value-based care (VBC) plan by sharing our new videos with your clients! These videos are available in English and Spanish, and provide a detailed overview of how VBC can help streamline members' healthcare, as well as potentially reduce costs.



To access the videos at any time, go to **Jarvis** > *Sales Tools* > *Sales and Marketing Materials*. The videos are available under the *Prospecting* tab, as well as *Member Onboarding*.

[VBC – English](#)
[VBC – Spanish](#)


Compliance Corner



Quality-related metrics monitoring

As part of our commitment to delivering exceptional member experiences, we've implemented a new policy that utilizes quality-related metrics to assess agent/solicitor/agency performance and recommend termination when applicable. These changes are designed to ensure we maintain the highest quality of service for our members and promote accountability with agents, solicitors and agencies.

For more information about quality-related metrics monitoring and how it is used, please refer to the Individual & Family Plans (IFP) Agent Guide, Section 7: Compliance.

[Agent Guide](#)


Agent Guide update



The IFP Agent Guide has been updated to include information about **quality-related metrics monitoring**.

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* > *Reference Guides* > *Agent 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](#)

Confidential and proprietary. For internal/agent use only. Do not distribute.

Product availability and designs vary by state. Not For Consumer Use.

UnitedHealthcare Individual & Family plans 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 AL, IN, KS, LA, MA, MO, NE, NJ, TN, and WY; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of New York, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare Benefits of Texas, Inc; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; UnitedHealthcare of Wisconsin, Inc., and UnitedHealthcare Plan of the River Valley, Inc. in Iowa. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

[Non-Discrimination and Language Assistance Notices](#)

This email was sent by:
United HealthCare Services, Inc.

[Privacy](#) • [Unsubscribe](#)

© 2026 United HealthCare Services, Inc. All Rights Reserved.

8/26