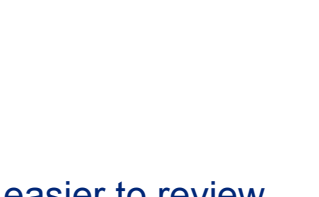




In this issue:

- **In the Spotlight:** Commission statement changes
- **Mark of Integrity:** Licensing and appointments
- **Training Touchpoint:** Agent Resources modules
- **Chat with the PHD**
- **Agent Guide update**

In the Spotlight



Commission statement changes

We're enhancing the commission statements available in Jarvis to make it easier to review your commission details.

Beginning in October, we're updating your commission statement with two new columns:

- Writing Agent National Producer Number (NPN)
- App Sign Date

These changes provide greater visibility into your commissions by making it easier to connect each payment to the related application, product and writing agent. With these details available directly on the statement, you can spend less time searching for information and more time focusing on your business.



Mark of Integrity



Licensing and appointments

When it comes to serving consumers and staying compliant, one simple step can help prevent delays and potential issues: verify your licensing and appointment status before completing an enrollment.

Before discussing or selling a plan, always confirm that your licensing and appointment information is current in Jarvis by clicking your name in the top right corner and selecting "Manage Account Info." You can then click on the "Licensure & Appointments" link on the left sidebar to check your status.



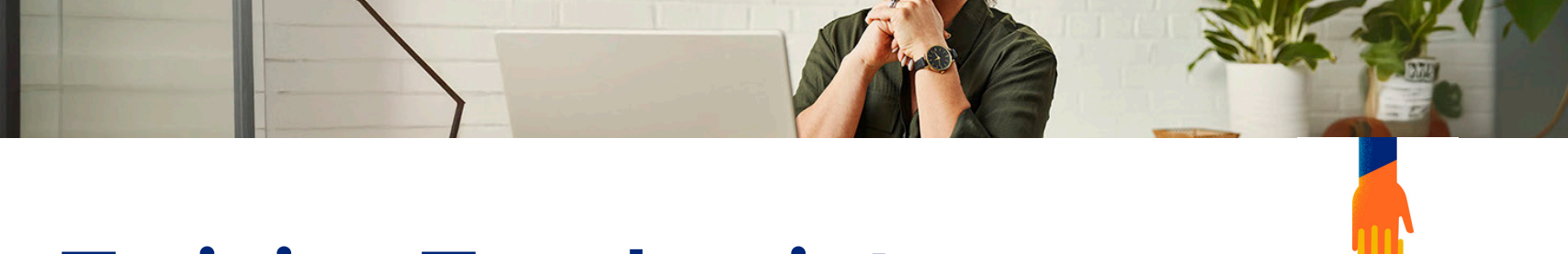
Keep in mind that completing onboarding activities does not automatically mean you are eligible to sell in every state or for every product. Verifying your status helps ensure you are properly credentialed and authorized before conducting sales activities.

Another important reminder is to use your own National Producer Number (NPN) when completing enrollments. Agent credentials are validated as part of the enrollment process, and using the correct NPN helps ensure applications are processed accurately and in accordance with compliance requirements.

If you notice a discrepancy with your licensing or appointment status, be sure to work through the appropriate contracting or compliance channels to investigate and resolve the issue before proceeding. Addressing concerns early can help prevent enrollment delays and reduce potential compliance risks.

You should also familiarize yourself with state-specific appointment requirements – particularly for states that utilize Just-in-Time (JIT) appointments. This can help you determine when you are authorized to sell and avoid unexpected issues during the enrollment process.

[Verify your status](#)



Training Touchpoint



Agent Resources modules

The Agent Resources training modules make it easy for you to find the information you need, when you need it. Agent Resources information has been organized into three separate modules, for your convenience:

- Agent Resources: Intro to Jarvis
- Agent Resources: Book of Business, App Status & More
- Agent Resources: Agent and Member Support



All three modules are available on the Individual & Family Plans (IFP) Training site, which can be launched by going to **Jarvis > Knowledge Center > Agent Training > On-Demand Training** and launching the IFP training site.

[IFP Training](#)



Chat with the PHD

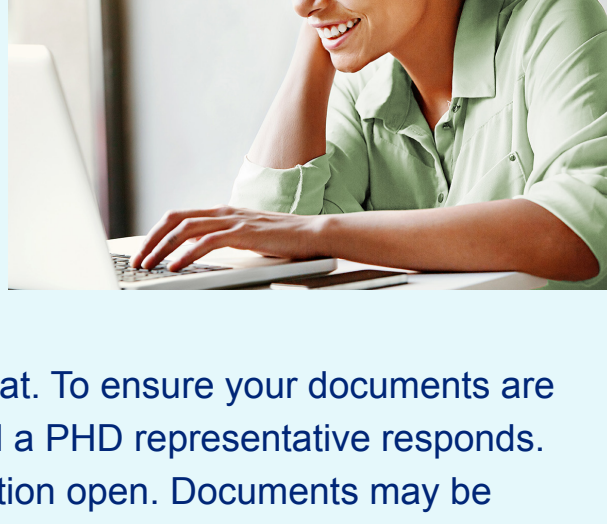


Need support? Chat with the Producer Help Desk (PHD) when you have a question. The team is just a click away through chat on Jarvis, connecting you directly with a dedicated Sales Support Representative in real time.

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.

PHD can assist with a wide range of topics via chat, including:

- Contracting and commission questions
- Provider and prescription lookups
- Enrollment and HealthSherpa questions
- Benefit details and sales materials
- ICHRA (also known as CHOICE Arrangement)



Agents can now upload documents directly through chat. To ensure your documents are received, please keep the chat conversation open until a PHD representative responds. You'll receive a reminder in chat to leave the conversation open. Documents may be uploaded after hours as well; just be sure not to close the chat.

If you have a general question after hours, the chat bot will guide you to contact the Producer Help Desk during regular business hours and will provide those hours for reference (Monday–Friday, 8a.m.–7p.m. Central Time).

Additionally, the PHD can be reached during normal business hours at **1-866-235-4095** (Español – press 2).

[Get real-time support on Jarvis](#)

Agent Guide update



The IFP Agent Guide has been updated to include new information in the following sections:

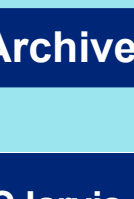
- **Section 4: Marketing Activities and Materials**
- **Section 5: Enrollment Process**

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](#)

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9/26