



Notification Center

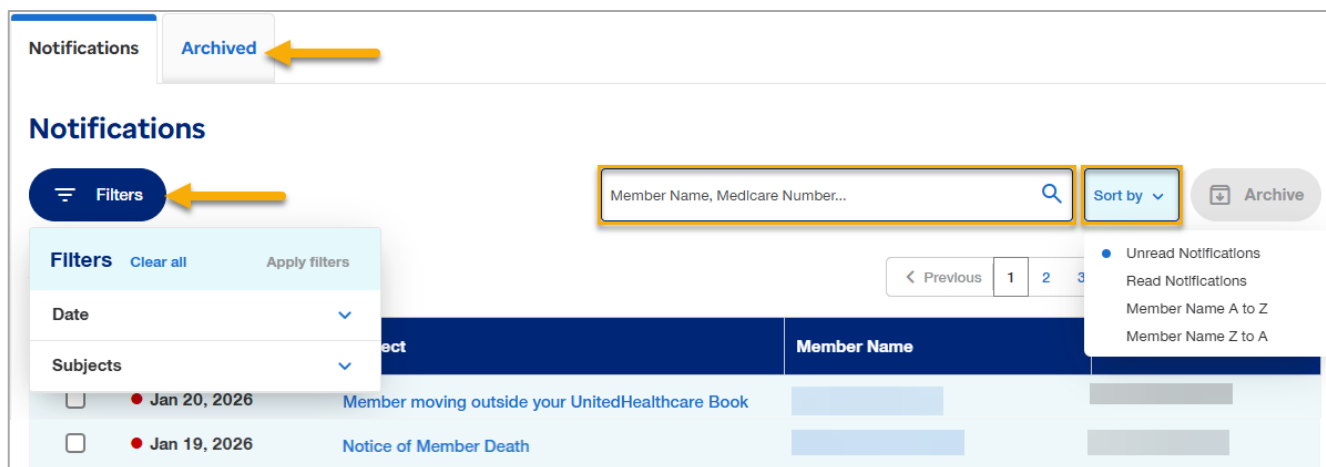
Stay one step ahead! The Notification Center on Jarvis helps keep you informed with timely alerts and messages about important member and event activity from the past 12 months so you can stay connected. Quickly spot what matters, act at the right moment and confidently manage your book of business.

Most notifications are triggered based on an action, including:

- Member Leaving UnitedHealthcare
- Out of Service Area
- Application at risk
- Loss of Medicaid Eligibility
- Premium Payment Needed
- Chronic Verification
- Notice of Member Death
- Agent of Record confirmation
- Event Reminders

What's New

- The default view displays notifications from the last 3 months. You may adjust the date range to see notifications that are up to 12 months old.
- Notifications older than 12 months will be deleted.
- The "Archived" tab allows you to move notifications from the main tab.
- Filters enable you to show notifications that only pertain to a specific date or subject.
- The "Sort by" dropdown changes your sorting options, replacing the need to click on column headers.
- The search box allows you to easily search for what you're looking for.





2026 Agent Quick Reference Guide Notification Center

Key Features

- ✓ The red circle in the date column, as well as the light blue shading of the row, tells you the notification is unread

<input type="checkbox"/>	Dec 08, 2025	Agent of Record Retention
<input type="checkbox"/>	Jan 20, 2026	Member moving outside your UnitedHealthcare Book
<input type="checkbox"/>	Jan 19, 2026	Notice of Member Death

- ✓ When clicking on the notification hyperlink, a new page will open explaining the notification in further detail with plan and member information, and whether action is required on your part:

<input type="checkbox"/>	Dec 08, 2025	<u>Agent of Record Retention</u>
<input type="checkbox"/>	Dec 04, 2025	Member moving outside your Un
<input type="checkbox"/>	Dec 01, 2025	Notice of Member Death

Agent of Record Retention
Dec 08, 2025

Agent of Record Retention

A client of yours recently initiated a plan change with a UnitedHealthcare plan that was enrolled via CMS, web or paper enrollment without the involvement of an agent.

ID	MEMBER MBI	MEMBER FIRST

No action is needed from you to retain Agent of Record status. You are an active selling FDC, ICA, or IMO agent/agency (non-solicit).

- ✓ For added convenience, you can receive notifications as pop-ups on your phone. Simply download the Jarvis mobile app and turn on mobile notifications.

How to Access

Access the Notification Center from any Jarvis webpage by clicking the **bell icon** in the **upper right corner**.



- The red number on the bell icon indicates you have unread notifications.

Additional Resources

To learn more about Jarvis, sign up for our Jarvis live National Webinar, which includes a demonstration of the agent portal and its features:

Jarvis > Knowledge Center > Agent Training > [National Webinar Schedule](#)