

Agent Contact Information

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| <p>Agent Toolkit Customer Support: Use for assistance in navigating the Agent Toolkit, located on the Distribution Portal, or for help customizing marketing materials.</p> | <p>customerservice@uhcagenttoolkit.com</p> <p>877-249-5419</p> <p>Monday through Friday, 8 a.m. to 5 p.m. (CST)</p> |
| <p>Agent On-boarding: Use to update contact information, including your email address.</p> | <p>uhpcred@uhc.com</p> |
| <p>Compliance: Contact for questions regarding marketing or for access to Medicare marketing guidelines; for privacy, security or fraud, waste and abuse issues; or for ethics-related questions.</p> | <p>Compliance_questions@uhc.com</p> |
| <p>Distribution Portal: Use to access training, order or review sales/marketing materials, review plan information, conduct electronic enrollments, check enrollment application/enrollments status, review agent information, check commission status or review communication material.</p> | <p>unitedhealthproducers.com</p> |
| <p>Enrollment/Inbound Customer Support (ICS): Call for questions pertaining to enrollment applications, missing information or plan selection errors.</p> | <p>888-381-8581, Monday through Friday, 7 a.m. to 7 p.m. (CST)</p> <p>Pre Enrollment Support (say "application status")</p> <p>1.1 AARP Medicare Supplement Applications (say "application status")</p> <p>1.2 Medicaid Eligibility Verification Line (say "eligibility")</p> <p>1.3 MA, SNP, PDP Applications (say "missing information")</p> |
| <p>FOCUS News: Use for questions or feedback about FOCUS News or agent communications.</p> | <p>unitedhealthcare_medicareretirement_sales@uhc.com</p> |
| <p>Producer Help Desk (PHD): Contact for help and support with questions pertaining to systems, contracting, licensing, appointment, certification, commissions or sales.</p> | <p>phd@uhc.com</p> <p>888-381-8581</p> <p>Monday through Friday, 7 a.m. to 7 p.m. (CST)</p> |