

Have a question for UnitedHealthcare® compliance?

When you have questions or need to report a concern, one resource you have is to email Compliance_Questions@uhc.com. UnitedHealthcare's Compliance teams review and respond to all of your sales and marketing compliance questions. When you email Compliance, in order to address your inquiry, the following specific information is needed.

For all inquiries, please include:

- Full name (no nicknames please)
- Contact information
- Agent writing number
- Upline organization, if applicable
- Product reference, if applicable (e.g. MA, PDP, Med Supp, etc.)
- Provide specific sales / marketing compliance question
 - For agent created generic materials, please include specific compliance question – since we don't review and approve generic materials

For concerns about agent activity, please include:

- Who is involved?
 - Agent (include full name)
 - Beneficiary (include beneficiary name, address and Medicare Member ID)*
- What the complaint entails?
- Where the complaint took place?
- When the complaint occurred?
- How you were informed?

** You must use **secure email** whenever your email includes a member/consumer's information such as name, DOB, address, Medicare number, or other identifying information. Protecting a consumer/member's protected health and personal identifying information (PHI/PII) is very important and using regular email poses a risk. When in doubt, use secure email.*

Please note: When filing a complaint about an agent; UnitedHealthcare can only investigate agent complaints toward **contracted UnitedHealthcare agents or employees**.

We appreciate you taking the time to ask your questions and informing us when a potential violation has occurred!

Contact

For additional compliance resources, [click here](#).

Ask

For questions about this article, or other compliance questions, please email compliance_questions@uhc.com.

Report

To report illegal or unethical conduct, including violations of law, contractual obligations and company policies (including the Principles of Ethics and Integrity); privacy issues; or suspected fraud, waste and abuse, please call 1-800-455-4521.