



This just in . . .

STRENGTH • STABILITY • HASSLE-FREE



You Asked, We Delivered-More Ways to Serve Members!

As a member-focused agent, you've asked for more ways to directly support members when they need help. We knew a big hassle was your limited ability to directly assist a member with specific needs. By adding more agent-directed services, you can now act in even more ways to assist your members.

Current Services

You currently act on behalf of Medicare and Retirement, Medicare Advantage (MA) and Prescription Drug Plan (PDP) member (when directed by the member) in the following situations:

- Ordering replacement ID cards
- Ordering replacement fulfillment items
- Changing the member's permanent and/or mailing address

New Services!

Effective today, you can now assist your Medicare Advantage (MA) and Prescription Drug Plan (PDP) members with these added agent services:

- Changing a Primary Care Physician (PCP)
- Inquiries regarding claims and billing issues brought to the agent's attention by the member
- Assist with the UnitedHealth Passport® Program timeline
 - Activate Passport on the member's behalf. Make sure to:
 - Get names and contact information for providers the member can use in the Passport service are
 - Remind the member that they need to deactivate Passport upon returning home
 - Make changes to the Passport stop date while the member is traveling
 - Deactivate Passport upon the member's return home

How?

Call the Producer Help Desk (PHD) at 888-381-8581 and press option 2 and you will be sent to Customer Service. (If calling outside PHD hours, use the Customer Service phone number on the back of the member's card).

Important Reminders:

You must be the member's active Agent of Record. Only the Agent of Record can call on behalf of the member. Administrative office assistants and/or partners cannot perform this role.

- Provide the member's first and last name
- Provide two other forms of HIPAA-required information for the member:
 - Medicare ID

- Date of Birth
- Address
- Member ID

Thank you for choosing UnitedHealthcare as your strong, stable health insurance option! We strive to provide a hassle-free experience for you.

Contact

If you have any questions, please contact the Producer Help Desk at phd@uhc.com. If you have compliance questions, please email compliance_questions@uhc.com and be sure to include your full name, contact information and writing number. [More information](#).

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