

PHD – Mailbox Guide – Agent

Unitedhealthproducers.com

Producer Help Desk (PHD) - PHD@UHC.COM

888-381-8581 Monday – Friday 7a.m. to 7p.m. CST

72 hours (3 business days) turn around time for Status and/or Resolution.

*Every inquiry generates a Service Request number.
Please make note of this number for your reference.*

- **Contracting, Licensing, & Appointments (CLA)**

Address contract status inquiries

- **Certification**

Educate producers about certification process
Intake for Appeals

- **Commissions**

Educate producers about commission process
Intake for questions and disputes

- **Sales Support**

Answer product questions when not available on
unitedhealthproducers.com

- **Fulfillment**

Educate producers about fulfillment process

- **iEnroll (Online/Offline)**

Answer questions when not available on
unitedhealthproducers.com

- **Technical Support for unitedhealthproducers.com**

NOTE: *The PHD is unable to assist with member related issues. All member related inquiries must be directed to member service and can be accessed through 888-381-8581 by selecting:*

- Option 2 for MA and SNP products
- Option 3 for AARP MS
- Option 4 for PDP

You will need to provide all of the following information when calling about Member Related issues:

- Member's (or consumer's) full name
- Member's (or consumer's) date of birth
- Member's (or consumer's) ID or address
- Member's AARP® member number (if calling about AARP Medicare Supplement)
- Producer's full name
- Sales Agent ID number (writing number)
- Name of Agency or FMO Sales Agent is affiliated with

Please refer to the attached Producer Help Desk (PHD) Reference Sheet for further details about what member related information can be shared.

Inbound Customer Support (ICS) - ICSSUPPORT@uhc.com

24 Hour (1 business day) turn around time when received within standard operating hours (7a.m.- 7p.m. CST)

The Inbound Customer Support team (ICS) supports the enrollment process:

- Update missing information on pending applications (as identified on unitedhealthproducers.com)
- Identify reason for application Denial/Withdrawal/Cancellation
- Provide application status for new enrollments that cannot be viewed in unitedhealthproducers.com (AARP MA, Secure Horizons, Evercare, John Deere, and Oxford)