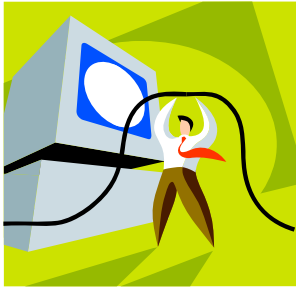


Consider Self-Service



Complete applications electronically from your computer

Your Best Choice!

Self-Service electronic enrollment puts you in the driver's seat. What's in it for you?

- ◆ Improved commission processing timelines.
- ◆ Real-time application status through UnitedHealthProducers.com.
- ◆ Expedited continuity of service for new enrollees.
- ◆ Fewer new member enrollment issues.
- ◆ Ability to trace information and resolve problems more quickly.
- ◆ And best yet, it's as easy as 1, 2, 3!

To learn more, contact the Distribution Support Unit at 1-888-381-8581 or visit www.UnitedHealthProducers.com

Coming Soon

View Enrollee Status

On November 15, you will have a direct line of sight to each application you've submitted by visiting us at:

www.UnitedHealthProducers.com

View Commissions

On December 5, you can view your commission status for each application submitted.

Visit the Portal

www.UnitedHealthProducers.com will be your guide to a "one stop shop" providing a wealth of information all our product offerings, marketing materials, training, certification, enrollment status, commission payment and so much more!

Visit us in October for our first phased release.

Telephonic Office

From One Call to a Completed Application



SecureHorizons®
by UnitedHealthcare™

Making the Call

- ◆ Be sure your prospect has their Red/White/Blue Medicare Card ready. They will need to read information exactly as it is printed on the card.
- ◆ Call an Enrollment Specialist at **1-888-240-9165**.
- ◆ Introduce yourself as a selling agent meeting with a prospect who is ready to enroll.
- ◆ You will be asked to provide:
 - Your writing number and name.
 - The prospect's zip code and county.
 - The prospect's product choice.
- ◆ Verify that the prospect has received a pre-enrollment sales kit.
- ◆ **NOTE:** If you have not provided a pre-enrollment sales kit, you will be asked to submit a paper application through E-Model Office.
- ◆ Hand the phone to the prospect to begin the enrollment process.

Hours of Operation

Enrollment Specialists are available:

- ◆ 6 AM to 9 PM Pacific, Monday through Friday.
- ◆ 6 AM to 3 PM Pacific on Saturdays.
- ◆ Closed Sundays.

During the Call

- ◆ Prospects will be informed that the entire phone call is being recorded.
- ◆ The application process typically takes about 15 minutes.
- ◆ You must remain with the prospect throughout the telephonic enrollment.
- ◆ The Enrollment Specialist is not authorized to answer any product or plan questions during the call.
- ◆ If this occurs, the Enrollment Specialist will ask the prospect to direct those questions to you.
- ◆ At the end of the call, the Enrollment Specialist will ask the prospect for verbal acceptance of the plan's Statement of Understanding.
- ◆ In closing, the Enrollment Specialist will summarize the program for the prospect, including the plan name, monthly premium and payment options (if applicable), PCP selection and any post-enrollment instructions.
- ◆ Before disconnecting, the Enrollment Specialist will provide you with a tracking number for the application.
- ◆ Do **NOT** give the Enrollment Specialist phone number to the prospect.
- ◆ Post-enrollment questions should be directed to Customer Service at 1-800-606-4431 (TTY/TDD 1-800-387-1074).

A Paperless Process

- ◆ The Telephonic Office eliminates the need for paper applications.

- ◆ If your prospect has successfully enrolled by phone, do **NOT** submit a paper application.
- ◆ Submitting a paper application for a telephonic prospect will cause **duplication and delays**.

- ◆ The telephone call itself, and the prospect's verbal confirmation, replaces traditional paper and hard copy signatures.

