

2022 Plan Year Enrollment Application Submission Instructions

Check with your manager or up line for preferred enrollment application submission method based on a specific plan. If advised to send paper applications directly to UnitedHealthcare, refer to the information below and send the application to the appropriate enrollment center, based on plan type. Use the “Preferred Submission Method” column whenever possible.

Submit enrollment applications within 24 hours of receipt. Do not submit Scope of Appointment (SOA) forms to UnitedHealthcare or Peoples Health. Refer to the Scope of Appointment Job Aid on Jarvis for SOA retention requirements.

Enrollment applications contain Protected Health Information (PHI) and Personally Identifiable Information (PII). Agents must follow the submission instructions contained within this document to ensure PHI/PII is protected. Failure to follow instructions may result in corrective and/or disciplinary action.

Secure Email

All Medicare Advantage (MA) Plan (including Special Needs Plans (SNP) and stand-alone Prescription Drug Plan (PDP) paper enrollment applications may be emailed to MandRenrollment@uhc.com. Follow these instructions to email in an MA Plan or PDP enrollment application:

1. Convert each MA Plan or PDP enrollment application to a separate, non-editable PDF (no greater than 15 MB). Do not scan/convert multiple applications into a single PDF.
2. Attach PDF to an email (email must not exceed 15 MB).
3. Send using **UnitedHealthcare's secure email** to MandRenrollment@uhc.com.

You must use UnitedHealthcare's secure email. Failure to do so may result in corrective and/or disciplinary action. Note: If you do not have access to UnitedHealthcare's secure email, send a request for access to UnitedHealthcare's secure email to PHD@uhc.com (please include your writing ID in the body of the email). Do not send the application to the PHD with the request. The PHD will send to you a secure email in return, which will enable you to access and register to use UnitedHealthcare's secure email service.

Smart Tip: Bookmark UnitedHealthcare's secure email service so you can easily access it.

4. After emailing an application, you will immediately receive an email from MandRenrollment@uhc.com that confirms your email was delivered.
5. **Expect a confirmation email** (1-4 hours) with a listing of the file(s) received for processing. Note: While all files received will be listed, only those with a “.pdf” extension will be processed. All others must be re-submitted as “.pdf”.

Fax

Follow these instructions to fax in an enrollment application:

1. A fax cover page is required when submitting any MA Plan, PDP, or Medicare Supplement enrollment application. You may use any fax cover page provided it contains the following statement in its entirety:

CONFIDENTIALITY NOTICE: Information accompanying this facsimile is considered to be UnitedHealthcare's confidential and/or proprietary business information. Consequently, this information may be used only by the person or entity to which it is addressed. Such recipient shall be liable for using and protecting UnitedHealthcare's information from further disclosure or misuse, consistent with applicable contract and/or law. The information you have received may contain protected health information (PHI) and must be handled according to applicable state and federal laws, including, but not limited to HIPAA. Individuals who misuse such information may be subject to both civil and criminal penalties. If you believe you received this information in error, please contact the sender immediately.

2. For MA Plans only, carefully select the correct fax number based on the MA Plan contract number (H-PBP).

- **Non-Restricted MA Plan Contracts and all PDP: 1-888-950-1170**

Use this number for any contract not listed below in the restricted contracts section.

- **Restricted MA Plan Contracts: 1-888-950-1169**

AZ: H0321-002	GA: H2228-044	TX: H2228-041
H0321-004	H3256-001	H4514-013
	H3256-002	H4514-016
FL: H1045-012	H5322-030	H4527-003
H1045-038		H4527-004
H1045-039	KS: H0169-004	H4527-006
H1045-053	H5322-029	H4527-015
H1889-002		H4590-020
H5420-006	NJ: H3113-005	H4590-022
H5420-013		H4590-033
R0759-003	TN: H0251-002	H5322-025
	H0251-004	H5322-026
	H0251-005	R6801-011

Product Type and Brand	Preferred Submission Method	Non-Preferred Submission Method
<p>Medicare Advantage (including SNPs) and Prescription Drug Plans Includes these brands: AARP, Care Improvement Plus, Preferred Care Network, Preferred Care Partners, Rocky Mountain Health Plan, Senior Dimensions, Sierra Spectrum Plan, Symphonix, and UnitedHealthcare</p>	<p>Secure* Email: MandRenrollment@uhc.com</p> <p>OR</p> <p>Fax¹ 1-888-950-1170 (all PDP and non-restricted MA Plan contracts only)</p> <p>OR</p> <p>Fax¹ 1-888-950-1169 (restricted MA Plan contracts only)</p>	<p>Overnight² delivery: UHC M&R B&E 4050 South 500 West, Suite 50 Salt Lake City, UT 84123</p>
<p>UnitedHealthcare Senior Care Options Medicare Advantage Plan</p>	<p>Fax¹ 1-855-250-2168</p>	<p>Overnight² delivery: UnitedHealthcare 950 Winter Street Suite 3800 Waltham, MA 02451</p>
<p>Peoples Health Medicare Advantage (including SNPs) Plans</p>	<p>Fax¹ 1-504-849-6958 or 1-866-301-8858</p>	<p>Overnight² delivery: Peoples Health Attn: Membership Operations 3838 N. Causeway Blvd. Suite 2200 Metairie, LA 70002</p>
<p>AARP® Medicare Supplement Insurance Plan</p>	<p>Standard delivery: UnitedHealthcare Insurance Company Enrollment Division P.O. Box 105331 Atlanta, GA 30348-5331</p> <p>Overnight² delivery (must arrive by 9am): UnitedHealthcare Insurance Company Enrollment Division 4868 GA Highway 85, Suite 100 Forest Park, GA 30297</p>	<p>Fax¹ 1-888-836-3985</p>

* Refer to secure email instructions on page 1

¹ Refer to fax instructions on page 2

² Agents are responsible for covering the cost of overnight delivery service