

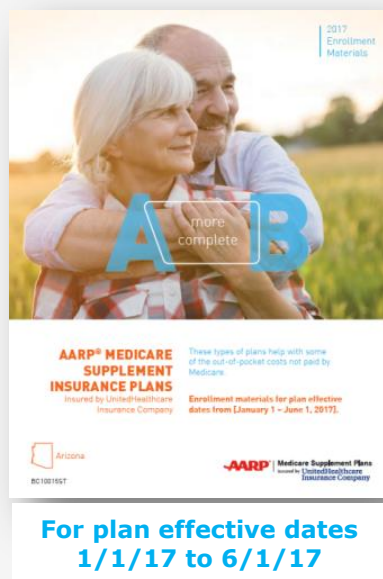
New 2017 Enrollment Kits Are Now Available in All States for AARP® Medicare Supplement Insurance Plans

2017 Enrollment Kits for AARP® Medicare Supplement Insurance Plans, insured by UnitedHealthcare Insurance Company, are available as of May 1, 2017 for **Massachusetts and Vermont for plan effective dates of July 1, 2017 and later.**

Therefore, new 2017 Enrollment Kits for plan effective dates of July 1, 2017 and later are now available for **all states**. The updated Enrollment Kits include new applications, rating, underwriting changes, and the Plan G option as applicable in each state.

Please note there are now two versions of 2017 Enrollment Kits in circulation. Therefore, it is **important to ensure you are using the correct enrollment kit based on the consumer’s plan effective date.** Enrollment Kits are differentiated by graphics, dates and letter coloring on the front cover:

- For **January 1 to June 1, 2017, plan effective dates**, use the kit featuring the couple with the **blue A to B** on the cover.
- For **July 1 to December 1, 2017, plan effective dates**, use the kit featuring the child and grandmother with the **orange A to B** on the cover.



How to Access Enrollment Kits

Find 2017 Enrollment Kits on the Distribution Portal via the Agent Materials Portal. To log on, go to the Distribution Portal > Product Information & Materials Tab > Sales Materials >

and click on the link for the Agent Materials Portal. **Note:** Agent access is limited to materials relating to products for which they are certified. Distribution of materials to uncertified agents is strictly prohibited.

Important Information to Remember:

- If the incorrect application is used, the application will pend. The agent will then be notified, and the correct application will need to be filled out. Starting November 1, 2017, if the incorrect application is used, it will automatically be denied.
- One great way to ensure you always have the correct application version is to use LEAN™, the agent online enrollment tool. Access LEAN™ via the Agent Distribution Portal or download it from Google Play or the App Store.
- A great tool to help navigate the application and ensure smooth processing is the **2017 Application Guide**. You can download the Application Guide from the Agent Materials Portal. To log on, go to the Agent Distribution Portal > Product Information & Materials Tab > Sales Materials > and click on the link for the Agent Materials Portal.

Contact

For more information, contact your AARP Medicare Supplement Insurance Plans Regional Sales Director.

For **member-related issues**, please call Producer Help Desk at 1-888-831-8581 and follow the telephone prompts for Application Status or Member Services. Please do *not* send emails to the Producer Help Desk for member-specific issues.

If you have questions that are **not related to a specific member**, such as commissions, certifications, etc., you may call or email the Producer Help Desk at phd@uhc.com (please include your agent Writing Number in the email subject line).

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