

2017 Producer Handbooks Are Now Available for AARP® Medicare Supplement Insurance Plans

The Producer Handbook for AARP® Medicare Supplement Insurance Plans provides valuable **updated and new** information on eligibility, guaranteed issue events, rates, underwriting, enrollment application processing information and more! Producer Handbooks are mailed to agents who are certified to offer 2017 AARP Medicare Supplement Insurance Plans.

- Certified agents will receive a state-specific Producer Handbook for each state in which they are licensed and appointed, as the 2017 content is finalized.
- Downloadable versions of state-specific Producer Handbooks are posted on the Distribution Portal via the Agent Materials Portal, as they are completed. The Agent Materials Portal can be accessed by logging into the United Distribution Portal.
- **NEW FOR 2017!** A *Medical Conditions and Related Prescription Drugs* document will be included in the Appendix section of all the 2017 Producer Handbooks. Please note the appendix may vary by state.



2017 Producer Handbooks are now available for the following states:

Alabama, Arkansas, Florida, Georgia, Idaho, Illinois, Indiana, Maine, Maryland, Michigan, Missouri, Nevada, New Hampshire, New Jersey, North Carolina, Oklahoma, Oregon, South Carolina, Utah, Virginia, Wisconsin

Additional state availability

As previously announced, 2017 Producer Handbooks are currently available for the following states: **Arizona, California, Colorado, Connecticut, Louisiana, New York, Ohio, Pennsylvania**

If you do not see your state listed above, please continue to check upcoming *Focus News* communications and the Agent Materials Portal.

How to Access Materials

To access the 2017 Producer Handbooks on the Agent Materials Portal, from the United Distribution Portal, go to **Product Information & Materials > Sales Materials > "Click here for the Agent Materials Portal."**

- Once in the Agent Materials Portal, click on 'Products' in the main navigation and select the following filter criteria:
 - Plan Type: 2017 – Med Supp
 - State: Select your state
 - Doc Type: Handbook

Note: Agent access is limited to materials relating to products for which you are certified. Distribution of materials to uncertified agents is strictly prohibited.

Contact

For more information, please 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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