



News Flash

For AARP® Medicare Supplement Insurance Plans, from UnitedHealthcare®

Multi-insured Discount Increases

Starting January 1, 2021, the discount will increase from 5% to 7% for new and current members enrolled in a modernized AARP Medicare Supplement Plan (original plan effective dates as of June 1, 2010 and later).

Filed for 7% in: AL, CT, GA, HI, ME, NH, NV, OR, RI, TN, UT, WA

Looking to add CA & MO by June 1, 2021 and more to come!

New Value-Added Services

Dental Discounts

Effective January 1, 2021, all members will get discounts that average 30% to 40% on cleanings, exams, fillings and crowns from a network of 30,000 general dentists and specialists.

Note: This may not be available in New York.

AARP Smart Driver™ Course

Effective July 1, 2020, members can brush up on the rules of the road online or in-person at no additional cost.¹ Course completion may qualify for auto insurance discounts.²

These are additional insured member services apart from the AARP Medicare Supplement Plan benefits, are not an insurance program, are subject to geographical availability and may be discontinued at any time.

Do not advertise or discuss the features of value-added services prior to or during the enrollment process in New York.

¹ Some facilities charge an administration fee. When registering, member should check local course listings for administration fee information.

² Upon completion, members may be eligible to receive an auto insurance discount. Other restrictions may apply.

New 2021 Billing Cycle

Dependent upon state approval, UnitedHealthcare will be adjusting the annual billing cycle in 17 states to the following:*

States with new billing cycle change June to May each year:

AZ, CA, CO, FL, IL, IN, KY, LA, MI, MO, NC, NM, OH, PA, SC, VA, WV.

State with new billing cycle change for July to June each year: TX

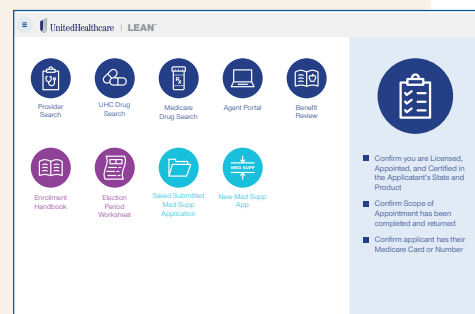
This means members in the impacted states will see their 2020 premium rates continue for an additional five months! And, members will not see any new rate increases during that time (excluding discount wear-offs).

New 2021 rates will start on June 1, 2021. Impacted members were notified of this change in their annual billing cycle change letter, which began to mail in September.

*Actual rate changes are subject to review and approval by each state's Department of Insurance (DOI).

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Enroll anytime, anywhere with LEAN™



LEAN is the online enrollment tool for UnitedHealthcare and AARP Medicare Plans, including AARP Medicare Supplement Plans. It ensures you have the most up to date enrollment materials every time and you can easily enroll consumers remotely.

Download LEAN today:



Not certified to sell UnitedHealthcare's plans yet?

Make sure to complete the required 2021 courses: Medicare Basics, which includes three product certifications, Ethics & Compliance and AARP-required training.

Agents must pass all courses to become certified.

Available on Learning Lab within Jarvis.

Rewards from UnitedHealthcare are within reach! Authorized to Offer (A2O) AARP Medicare Plan Program Enhancements

The A2O Program was improved for all Authorized to Offer agents who sell AARP Medicare Supplement Plans! The program has been enhanced so rewards for AARP Medicare Supplement Plans are now easier to reach!



Agents no longer need 5 accepted and paid sales each year to continue offering AARP Medicare Supplement Plans.



To earn and retain Elite status, agents need 30 or more accepted and paid sales per year or now only 150 active members.



Elite agents can now earn higher cash rewards and a trip reward more quickly from UnitedHealthcare!

For complete program details:

Go to **Jarvis > Sales and Marketing Tools > Authorized to Offer Program**

Underwriting Enhancements

UnitedHealthcare has made improvements to the underwriting process for AARP Medicare Supplement Insurance Plans to allow:

Automatic acceptance of certain underwritten applications that qualify for the best eligible rate!

To check application statuses:

Go to **Jarvis > Enrollment > Application Status**



2021 state-specific premium rate information is announced as it's finalized in the JarvisWrap:

Go to **Jarvis > Knowledge Center > Medicare Supplement > Rates and Underwriting > 2021 Annual Rate Change**



Agent Servicing Enhancements

UnitedHealthcare has made significant strides to improve Agent Servicing. We're happy to report we've added more capabilities such as:



Make minor updates to members' names



Request premium refunds for members with active accounts



Request privacy authorization and EFT forms be mailed to members



Withdraw applications over the phone

To learn more:

Call the **Producer Help Desk**. Need more? Contact your **UnitedHealthcare Regional Sales Director for AARP Medicare Supplement Plans**.



Want more information on these topics?



Sign up for monthly trainings on Learning Lab within Jarvis at **www.uhcjarvis.com**.



Keep an eye on your email for JarvisWrap and upcoming communications.



Not getting UnitedHealthcare's emails?

Confirm your contact information is up to date, so you don't miss important messages from us.

Go to **Jarvis > Account Info > Edit Personal Info**

COMING SOON

All Agent Change Request Forms and supporting documents must be sent through Cisco secure email.

Need access? Send a request to **PHD@uhc.com** or call **1-888-381-8581**.

The PHD will enable access and register you.

If you previously registered via **res.cisco.com** you do not need to send another request.

AARP endorses the AARP Medicare Supplement Plans insured by UnitedHealthcare Insurance Company or an affiliate (collectively "UnitedHealthcare"). UnitedHealthcare pays royalty fees to AARP for the use of intellectual property. These fees are used for the general purposes of AARP. AARP and its affiliates are not insurers. AARP does not employ or endorse agents, brokers or producers.

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