



United Healthcare

UHC offers remote enrollment options through both LEAN and Connecture. If the client does not have internet or a computer, you may follow the below instructions to enroll the client.

Assisted Telephonic Enrollment

1. Scope of Appointment and Enrollment forms can be sent via mail for signature.
2. Perform a needs analysis conversation
3. Direct the consumer to call **855-572-3837**
 - a. Inform your consumer that the representative will repeat some of the questions in order to meet all compliance requirements.
4. Email **agentoversightadmin@uhc.com** to indicate your consumer was unable to electronically sign documents and completed the application telephonically instead.
 - a. To help with commissions and agent of record status, include:
 - i. Name of prospect
 - ii. Date of presentation/referral to telesales
 - iii. Agent name
 - iv. Writing ID

Important Notes

- AGA will not receive a copy of the enrollment, or member data, when submitted via an assisted telephone enrollment
- No member data will be displayed in your GAIN agent portal