

Recontracting

UnitedHealthcare is recontracting all agencies and agents with a new base contract. The new base contract incorporates all amendments issued since the last base contract was issued in 2014.

1. Recontracting email sent

You will receive an email from UHC_medicaresolutionscontracting@sircon.com. Once you receive the recontracting invitation, you have 60 days to complete it. You will need to click the **Get Started** link. A new web page will then load.

UnitedHealthcare has an updated contract for your review and signature


UnitedHealthcare invites you to review and sign your updated contract. This replaces your existing UnitedHealthcare Medicare Solutions contract and requires your review and signature.
Thank you for your continued partnership.

Agent Lifecycle Management (ALM)
The Premier Agent Lifecycle Management and Onboarding Team in the Country



Our United Culture THE WAY FORWARD
Integrity Compassion Relationships Innovation Performance

Let's get started

Signing your updated contract is as easy as 1, 2, 3.

- 1**
Create an Account
After you click the **GET STARTED** link, you'll create or log into an existing account with 
- 2**
Review and Sign
You'll be guided through the contract process to review your new contract with UnitedHealthcare.
- 3**
Submit
You'll receive notification once we've reviewed your submission. Thank you.

GET STARTED WITH SIRCON




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If you're having trouble seeing images, click [here](#) to **GET STARTED**.

3 easy ways to get help.

Have Questions? We're here to help!

A dedicated team at the Producer Help Desk (PHD) is accessible via email, phone or chat on *Jarvis*.

 phd@uhc.com |  (888) 381-8581 |  www.uhcjarvis.com

This communication has been sent to all contracted Producers representing UnitedHealthcare® Medicare Solutions products and is intended specifically for the following recipient:

2. Create Account, Existing Account or Forward to Different Email

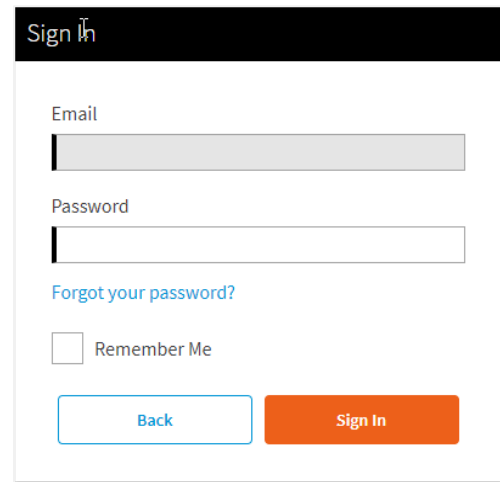
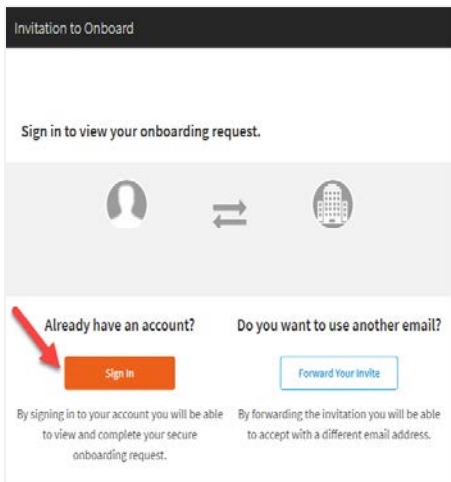
Existing Account – Do you have an existing Sircon for Individual account you would like to use? Click **Log in to Existing Account**. Go to **Step 3**.

Create an Account – Do you want to create an account under the same email that you received the recontracting email? Click **Create an Account**. Go to **Step 4**.

Forward Email – Do you want to use a different email for your new Sircon for Individuals account? Click **Forward Email** and enter the email address you want to use. Go to **Step 5**.

3. Log in to an Existing Account

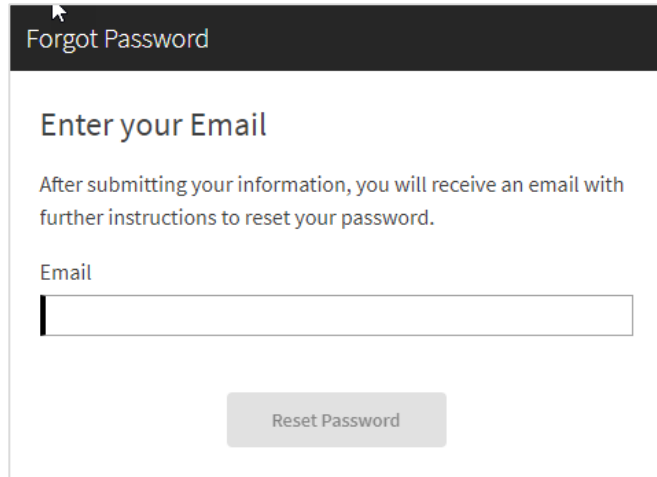
If you have an existing Sircon for Individuals account, go to the recontracting invitation email, click the **Get Started** link. Sign in when prompted.



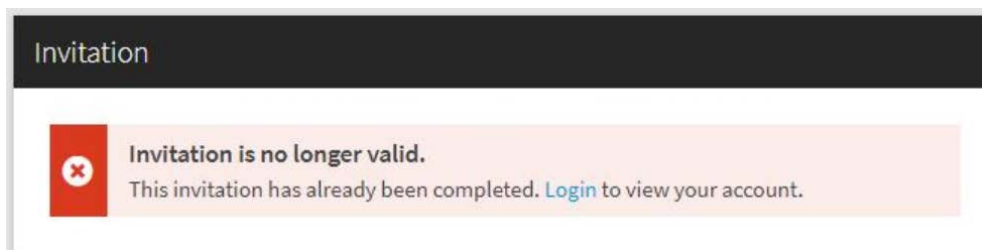
The **To Do** task to recontract will only show in your account if you accepted the invitation to recontract through the email. The emails go out in waves and you will not be able to recontract until they receive your email invitation.

Password Expired? If the password is correct, but expired, you will be prompted to reset the password. After you click the reset password link, you will receive an email to create the new password.

Forgot Password? If you are not prompted to reset your password and are not able to login with your password, you will need to reset the password by clicking the **Forgot Password?** link. Enter the email used for your Siron Individual account and click **Reset Password**. You will receive the password reset email to create a new password. After you have created the new password, you will be prompted to login with it.



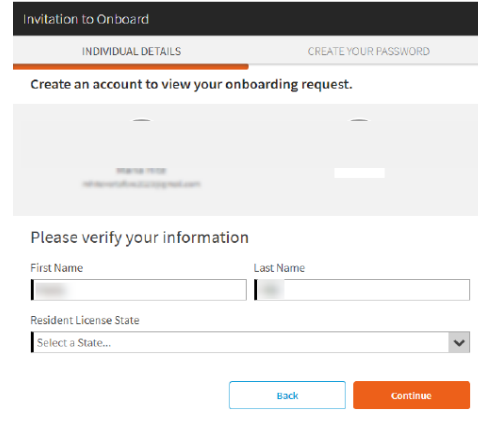
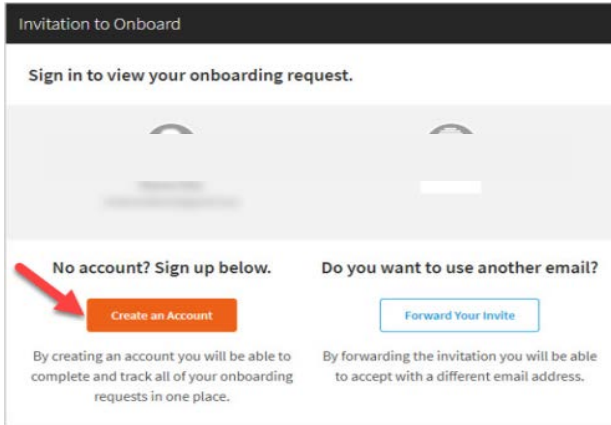
After you accept the invitation and create an account, if you return to your email later and click the **Get Started** link, you will get an error message stating the invitation was already accepted. You can click the **login** link to log into your account and access the recontracting **To Do** task.



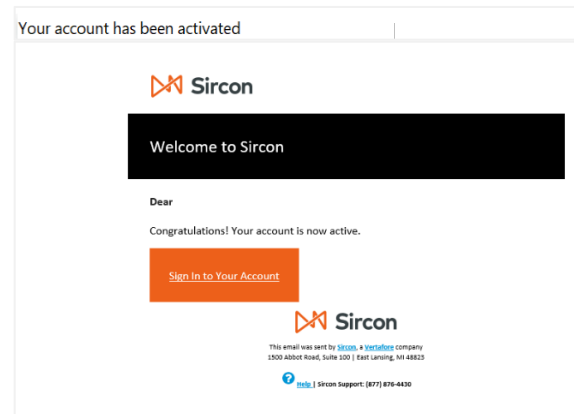
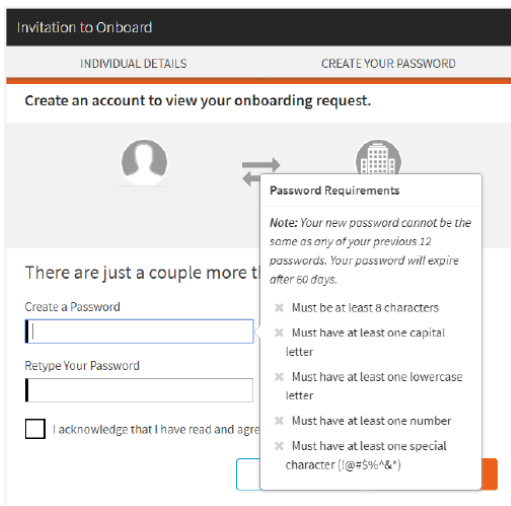
See **Step 6 Start Recontracting** once you have logged into the account.

4. Create an Account

Click **Create an Account** and confirm or update your name and select your resident state.



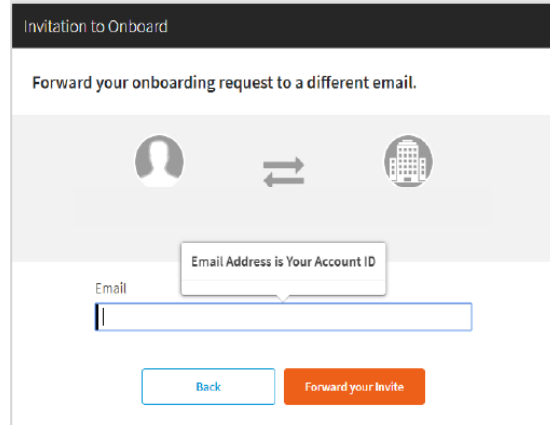
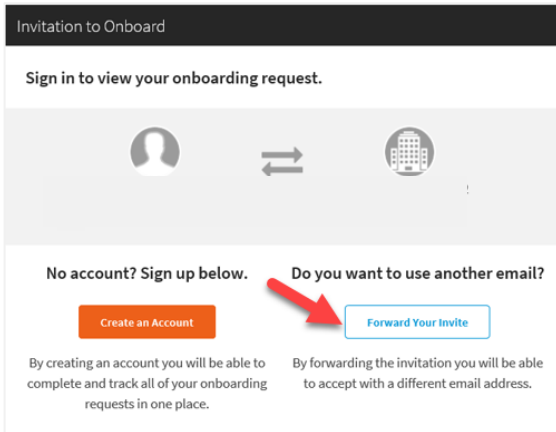
Create a password and confirm it. You will receive an email confirming your account has been activated.



See **Step 6 Start Recontracting** once you have logged into the account.

5. Forward Email

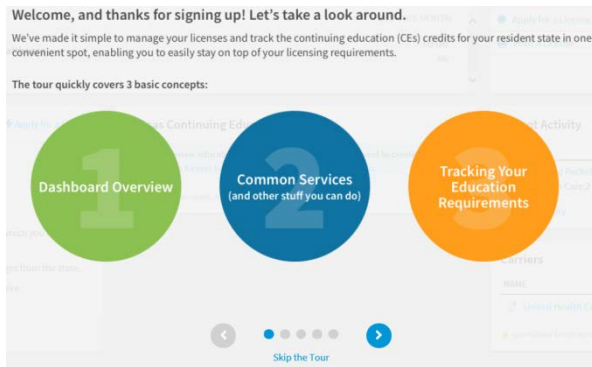
If you want to use a different email for your Siron Individual account, click **Forward Your Invite**. A new email will be sent to the email address entered.



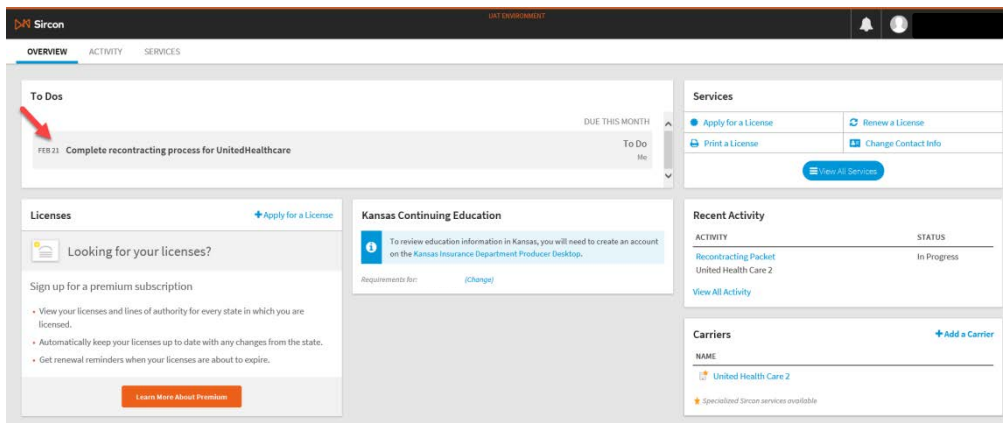
Click **View Invitation** to get started. You will be asked to create a new account. See **Step 4** once you have logged into the account.

6. Start Recontracting

If this is the first time you have logged in, you will be prompted to **Take a Tour**. There is an option to **Skip the Tour** at the bottom.



After the Tour, under **To Dos**, click **Complete recontracting process for UnitedHealthcare** to begin the recontracting process.



1. **Producer Icon** - As you progress through Producer Express, so will the producer icon. Some "stages" have more pages than others and the Producer Icon will reflect your progress accordingly. The four stages are as follows:

- Information Gathering** - You will be presented with several data entry fields (some required, some optional) that you need to complete in order to fulfill the document requirements.
- Review & Sign** - After all of your information has been entered, you will see the list of documents. Some may require an appropriate form etc. This will be explained further once you get to this stage.
- Send Documents** - Once the documents are signed, you will click a button to send them to the Home Office for processing.
- Print** - Finally you will be able to view and print the completed documents using the [Adobe Acrobat Reader](#).

2. **Start Over** - Clicking on "Start Over" will return you to this page. Any information you have previously entered will have been saved and available for any changes you may need to make.

3. **Navigation Buttons** - These buttons will simply navigate you through the process.

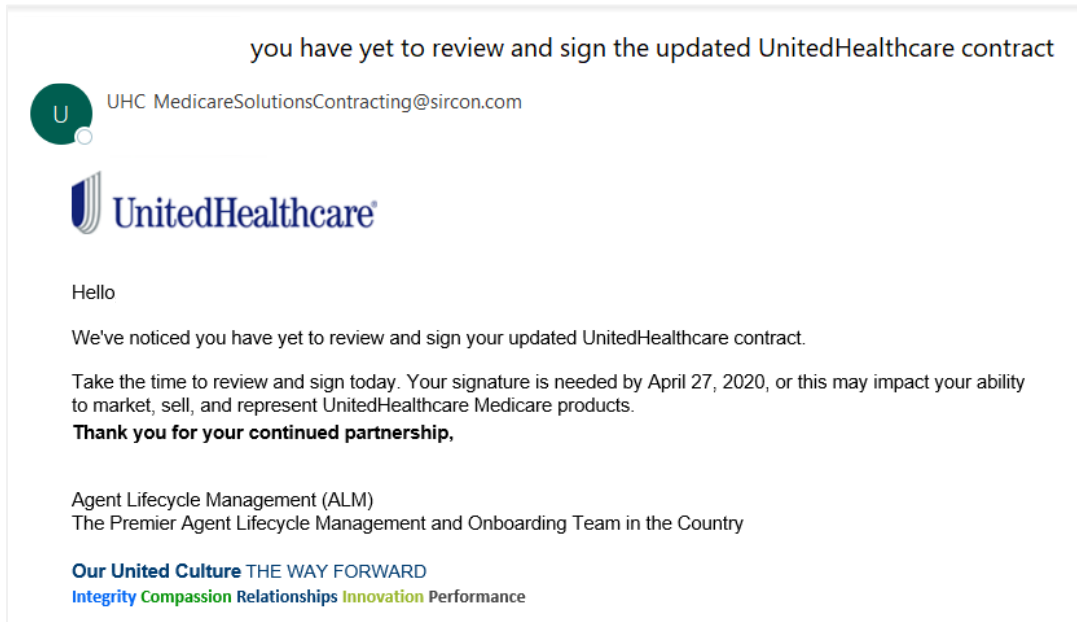
4. **Save & Exit** - If you are unable to complete your documents in one sitting, "Save & Exit" will save all information you have entered to that point.

Once recontracting is completed, you will receive a thank you email. The task to recontract will be removed from the **To Dos** section of your account and show complete in your recent activity section.

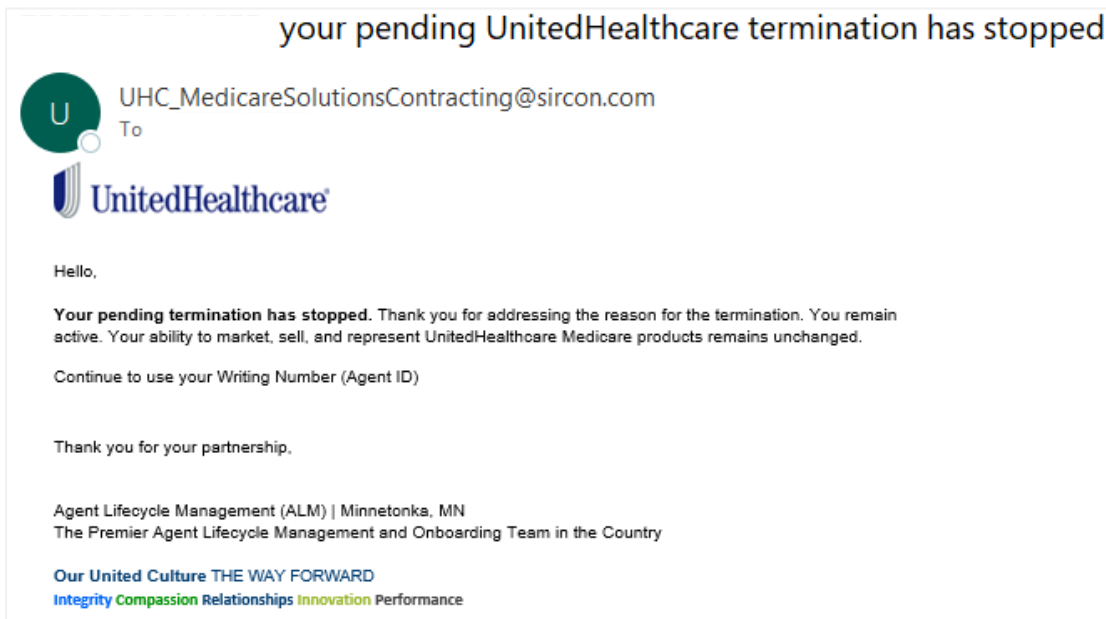
If the DocuSign API time limit for the hour has been reached, you will get an error advising you to try again at the beginning of the next hour. The error will show the number of minutes until the next hour.

7. Reminder Emails

You will receive a system generated email every 15 days reminding you to take action until you reach termination at day 60 of the process. This is true even if a producer forwards their invite and signs up for an Individual account under a different email. Reminders will stop if at any time during the process you complete recontracting.



If you complete recontracting after receiving the termination notice email, you will receive an email notifying you your pending termination has stopped.



If you have other questions, please contact the PHD at 888-381-8581, Monday through Friday 7:00 AM to 9:00 PM CT.