



Recontracting (2020) FAQ

General

Why is UnitedHealthcare recontracting agencies and agents?

UnitedHealthcare periodically updates its base agency and agent contracts. This process allows UnitedHealthcare to consolidate into the new contract all amendments issued since the last base contract was written.

When was the last time UnitedHealthcare recontracted agencies and agents?

The last time UnitedHealthcare recontracted all agencies and agents was in 2014.

Do I have to recontract?

Yes, any agency or agent who would like to continue to sell UnitedHealthcare products must complete the recontracting process. Failure to recontract will result in termination.

How do I start the recontracting process?

Once you receive the UnitedHealthcare Recontracting email, click on the **Get Started** link within the email and complete the process.

Do I need to take any action before recontracting starts?

If you are receiving UnitedHealthcare communications, no further action is needed. If you are not receiving communications, please login to **Jarvis** and update your contact information.

Will I receive any reminders to complete the process?

Yes, while we encourage you to sign your new contract promptly, 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. Reminders will stop if at any time during the process you complete recontracting.

Timing

When will I receive an email from UnitedHealthcare inviting me to recontract?

Throughout April, recontracting emails will be sent to agents in waves.

What do I do if have not received my email to recontract?

If you have not received an email by the end of April, please check your Junk/SPAM folder and reach out to PHD for additional guidance.

How long do I have to recontract?

We encourage you to sign your new contract promptly. If you have not completed recontracting within 30 days of receiving the recontracting invitation email, you will receive a termination notice, which will take effect 30 days after notification. In total, you will have 60 days from initial notification to recontract to avoid termination.



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Can I still recontract after the termination process has started?

Yes, you can recontract or move to servicing status at any time prior to the termination effective date.

Technical

Do I need to create a SIRCON.com account?

Yes, you will receive a link in the UnitedHealthcare email that will walk you through the process.

What if I already have a SIRCON.com account?

The email you receive from UnitedHealthcare will take you out to Sircon.com. Login with your existing credentials and proceed to the To-Do list in order to complete the process.

Where can I login to my Sircon account?

<https://www.sircon.com/>

How do I reset my Sircon Password?

Passwords expire after 60 days of inactivity. If you attempt to log in after 60 days of inactivity with the correct password, you will receive a prompt to reset your password. The prompt will send you a password reset email to create a new password.

Are there specific parameters required for a Sircon.com password?

Yes, your password needs to include the following:

1. Must be at least 8 characters long
2. Must include at least 1 upper and lower case letter
3. Must include 1 numeral
4. Must include 1 special character (!@#\$\$%^&*)

Example password: Pa55word*

Troubleshooting

If you have any questions about using Sircon or are experiencing problems with your account, please contact Sircon at SIRCON.com.

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