



Feature update

It's here! Early Enrollment Guide ordering is open!

Early ordering of the 2024 UnitedHealthcare Medicare Advantage Enrollment Guides is now open until Sept. 3

New this year, we're excited to share a reimagined, shorter version of the Enrollment Guide without forms! This new version will save you time, take up less space and support the digital experience. But a shorter guide doesn't mean less information – it simply directs members to new digital solutions to find more detailed resources.

You will be given the option to order the Enrollment Guide without forms for use with LEAN and other electronic enrollment platforms, or the Enrollment Guide with forms for use with paper applications. Check out the What's Changed document for more information on the new Enrollment Guide for use with LEAN and other electronic enrollment platforms. The What's Changed document can be found on Learning Lab > Content Library > Sales Material Portal > 2024 New Enrollment Guide Job Aid.

We encourage you to use the new version without forms to avoid submitting paper applications and to order early so you'll have what you need by Oct. 1. Orders for Enrollment Guides received by Sunday, Sept. 3 will be delivered on or before Oct. 1.

The Sales Materials Portal will remain open for 2024 ordering after Sept. 3. However, orders received after this date will not be processed until early orders are complete. This means orders are not guaranteed to arrive by October 1 and could be as late as Oct 10.

When you log in to the Sales Materials Portal (Jarvis > Sales & Marketing > Sales Materials), you will be able to do the following:

- Purchase in multiples of 5 for the plan level you are ordering. Note: If you exceed the limit, a pop-up will alert you when adding items to the cart. The order limits are set at a plan ID/code level.
- Search by plan ID/code.

Quantity limits apply to weekly orders. For convenience, your favorite orders are saved.

Please note, you must complete your certifications before you'll be able to order 2024 enrollment materials. As a reminder, 2024 Enrollment Guides cannot be shared with consumers or members until Oct. 1, 2023.



Medicare Advantage news

Updated Agent Guide available on *Jarvis*

The updated Agent Guide is now available in the Knowledge Center. Look for updates in red and be sure to discard previous versions.

The Agent Guide is a comprehensive document that outlines UnitedHealthcare's rules, policies and procedures. It provides you with resources on how to conduct business in an efficient and compliant manner. This guide contains answers to agents' most frequently asked questions when it comes to doing business with UnitedHealthcare.

[Agent guide](#)



Training news

September live training calendar

The September calendar is on Jarvis for you to peruse. Maximize your time before the Annual Enrollment Period starts by attending valuable live training sessions. This is a great opportunity to learn something new or take a refresher that will help you better serve consumers this AEP.

An especially relevant training prior to AEP is Why UnitedHealthcare. This will help anyone learn more about the UnitedHealthcare brand, mission and values. It will cover the agent experience, the member experience, additional resources and more.

Why UnitedHealthcare sessions:

- Sept. 7 at 3:00 p.m. CT
- Sept. 14 at 12:00 p.m. CT
- Sept. 21 at 2:00 p.m. CT
- Sept. 25 at 2:00 p.m. CT
- Sept. 28 at 12:00 p.m. CT

[September calendar](#)



UnitedHealthcare Agent Toolkit resource of the week

Special Enrollment Period Materials

Looking for acquisition marketing materials with Special Enrollment Period (SEP) messaging? We've got you covered with flyers, postcards and posters available in the UnitedHealthcare Agent Toolkit.

- MA SEP Flyer - 23SPRJ58279
- MA Pre/Post 65 Meeting Flyer - 23SPRJ64111
- MA Pre/Post 65 Benefit Postcard - 23SPRJ64113
- MA Pre/Post 65 Event Poster - 23SPRJ55537
- MA Meetings Postcard - 23SPRJ64115

Search by the SPRJ number above.

AARP Medicare Supplement Fact Sheet

Check out the AARP Medicare Supplement Fact Sheet. This flyer outlines benefits and features of having an AARP Medicare Supplement plan and is perfect to distribute at meetings, events and as a leave-behind with your consumers. Also available in some states in Chinese, Korean, Spanish and Vietnamese.

Search keyword: *fact sheet*

[UnitedHealthcare Agent Toolkit](#)



Medicare Supplement news

UnitedHealthcare[®] Dental, Vision, Hearing Plans

The new DVH Plans are bundled dental, vision, hearing benefits that can be purchased at the same time as an AARP[®] Medicare Supplement Insurance Plan from UnitedHealthcare[®]. Learn more which states offer DVH plans.

[Read more](#)



Special Election Period news