

BROKER Connection

News to help you grow your business

January 10, 2018

UnitedHealthcare vision plans rank highest in customer satisfaction in J.D. Power study



This year's report is based on responses from more than 1,300 vision plan participants nationwide, measuring customer satisfaction based on coverage, cost, communication, customer service and reimbursement. UnitedHealthcare's cumulative score was the highest of the plans analyzed.



California News

■ UnitedHealthcare names general managers for Northern and Southern California

Meghan Newkirk, who has served as senior vice president of public sector accounts for the past four years, will serve as the general manager for Southern California. Steve Cain, who has served as vice president of key accounts for the past five years, will serve as general manager for Northern California.

[Learn more](#)

Health and Wellness

■ Learn how to engage your clients' employees in the Real Appeal weight loss program during half-hour information session

Participants will learn more about the Real Appeal weight loss program and the benefits it offers Fully Insured Small Business customers. [Learn more](#)

Client and Member Support

■ Register now for eServices trainings to help maximize time and strengthen relationships

Attend a one-hour webcast and learn how to get the most out of United eServices, Employer Services and Customer Reporting. [Learn more](#)



More Information

Contact your UnitedHealthcare representative for more information about the items mentioned in this newsletter.

For service-related questions, e.g. billing, claims, and benefits, call 1-888-842-4571. Representatives are available 7 a.m. to 7 p.m. CT.

■ **Technology upgrade for Employer eServices (eCR) Customer Reporting coming soon**

The Employer eServices Customer Reporting (eCR) tool will undergo a technology upgrade to a new version of software at the end of the month. The improvements include enhanced data security, an updated look and feel for the user with an additional left side tool bar and better user navigation between Interactive Reporting and Report Admin screens.

[Learn more](#)

Broker Support

■ **Announcement: 2018 specialty broker bonus program**

You may be eligible for a broker bonus when you sell or renew dental, vision, group term life, supplemental life, short-term disability, long-term disability, critical illness, accident and/or hospital indemnity insurance from the specialty product portfolio for groups with two or more eligible employees with effective dates from 1/2/2018 through 1/1/2019. [Learn more](#)

■ **Upcoming webcast demonstrates functions of the Sales Automation Management tool**

The training includes demonstrations of functions such as small business online quoting, employer and employee enrollment and online case submission.

[Learn more](#)

Health Reform

■ **New individual IRS requirement for reporting health coverage**

Beginning with the 2018 reporting year, the IRS will not accept individuals' returns missing health coverage information on their 2017 federal tax returns. [Learn more](#)

■ **IRS extends deadline to furnish 1095-B, 1095-C**

The IRS extended the deadline for 30 days for insurers or ASO employers to furnish Forms 1095-B and 1095-C as required under the Affordable Care Act (ACA). [Learn more](#)

■ **Group health plan definition under ERISA clarified**

In order to qualify as a 'group health plan' under ERISA, employers must have at least one eligible non-spouse "common law employee" enrolled in addition to an owner. UHC will new renew entities that do not meet this requirement upon audit or renewal. [Learn more](#)

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