



You asked and we've answered. UnitedHealthcare's Intent to Move (ITM) process has been improved. Effective May 1, 2023 we are:

- Processing ITMs after 90 days. Previously this took place after 180 days.
 - ITMs received, in good order, by May 31, 2023 will be processed regardless of the blackout rules.
 - Agent Lifecycle Management (ALM) will provide lists to each receiving upline of agents that are now eligible to move and submission is required.
 - ALM will also reach out to agents letting them know their window is open.
- Accepting ITMs for agency level contracts
 - Within the guidelines agencies below the NMA level are now eligible to move
 - Must be with their current NMA for 6 months prior to submission
 - Can only move at the same or lower level
 - Upon receipt of the ITM ALM will temporarily “freeze” downline producers
 - No releases
 - No hierarchy movement
 - Promotions within existing structure are allowed
- All downline producers will move with the agency

Agent guides will be updated and can be found on Jarvis > Knowledge Center > Guides. ALM will begin processing the existing volume immediately.

UnitedHealthcare values each member you bring to us and appreciates your ongoing dedication to support our members. Thank you for your loyalty and commitment.