

New Business Installation for California Small Business 1-100

Installation process through Sales Operations

Normal processing: 5-7 business days

Submission:	Send to casubmit@uhc.com for assignment to Sales Operations.
Acknowledgment:	Sales Operations will send out acknowledgment email within 24 hours of assignment.
Core Documents:	Sales Operations will conduct a brief review to ensure the required documents (see below) are present or contact you within 48 business hours regarding missing documents.
Review/Approval:	Sales Operations will submit to case installation for review and approval. You will be notified of any missing information and/or additional information needed to complete the final review, usually within 48 business hours. Sales Operations will communicate and coordinate to obtain missing information to complete the review and approval process.
Installation:	When the review process is complete and group approved, the group will be sent for installation. The time frame to complete installation process varies depending on case complexity and volume.
Scheduled Direct Debit:	Elect to submit your payments online or through Scheduled Direct Debit. Scheduled Direct Debit allows payment electronically through an automatic monthly debit from a designated checking account on the due date of your invoice. To set up Scheduled Direct Debit or establish an online payment method, go to the Billing tab of EmployereServices.com and select Edit Payment Method in the menu bar.
Welcome Letter:	Sales Operations will notify you when the installation is complete, and provide policy and member information.

Required documents

- Completed Employer Application signed by both group and broker (dated within 90 days of effective date)
- Product and Benefit Selection Form
- PRIME Enrollment Spreadsheet for all enrolling members. Employer must retain signed copies of Employee Applications on file. Primary Care Physician (PCP) names or PCP ID numbers are required for HMO enrollments and PPO Select Plus plans.
- Completed and signed Employee Applications/Waivers for all eligible employees (dated within 6 months of effective date) Primary Care Physician (PCP) names or PCP ID numbers are required for HMO enrollments and PPO Select Plus plans.
- Copy of most recent quarterly DE9 and DE 9C with all employees listed (including all pages) for employers with 1-3 employees
- Please note: Proof of ownership documents required if eligible owners do not appear on DE9C.
- Completed and signed Participation Certification Form for employers with 3 or more enrolled employees
- UnitedHealthcare quote
- Binder check payable to UnitedHealthcare, copy with submission, overnight original to address below **(installation will not be finalized without receipt of original check)**. Group of 1-3 lives must complete Direct Debit form. No exceptions.
- Where to send original binder check:
 - UHIC – UnitedHealthcare of California
 - Wells Fargo Bank E2001-049
 - Lockbox 843118
 - El Monte, CA 91731
- For deductible credits, include member EOBs with deductible amount satisfied clearly indicated