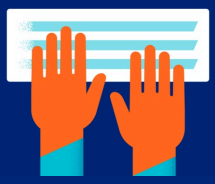
Agent Quick Reference Guide

Demographics and Language Preferences



Keeping **Demographic and Language Preference** information up to date supports accurate records and clear, accessible information practices while enabling UnitedHealthcare to operate effectively and inclusively.

Frequently Asked Questions:

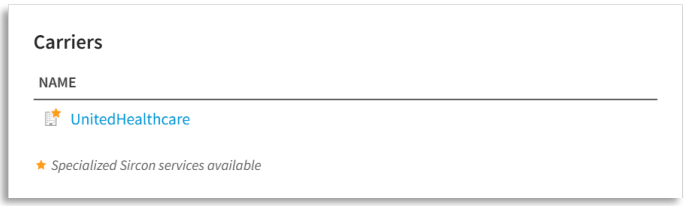
What is a demographic change?	Changes to your email, phone number or address.
How long does it take for my information to change?	Updates may take 48 hours to reflect changes made.
What happens when I update my email address in Sircon?	Changing the email address in Sircon Contact Information section will change the email address that UHC uses to send contracting, licensing and appointment updates.
Does my email update in Sircon.com update all UnitedHealthcare information?	If you update your information, such as your email address, in your sircon.com Account Profile under your name, the update applies only to sircon.com. *This does not update your UnitedHealthcare demographic information.*
Where should I update my demographic information to ensure it is current in both UnitedHealthcare and Sircon?	Updates made to your UnitedHealthcare demographic information do not update your sircon.com Account Profile. To ensure your information is accurate and current, you may need to make updates in both locations, as applicable.
Where do I update my demographic information?	New information can be added on sircon.com. • Select Carriers • Click Contact Information • Click the pencil icon ( ) next to the information you want to update • Make your changes and save Changes can be confirmed using Recent Activities in sircon.com. **This information does not include personal data or identification numbers. Nondiscrimination policy details are available in the linked document here.*
What information should I keep up to date?	UnitedHealthcare policy requires producers to maintain a unique, personal email address, as email is the primary method of communication and shared or company emails may impact access to sircon.com.
How often should I update my information?	At least once a year or anytime your contact details or language preference changes.
What does it mean to update my language preferences?	Language preference data is collected to support your selected preference and potential system enhancements. No personal data or identification numbers are collected.

Agent Quick Reference Guide

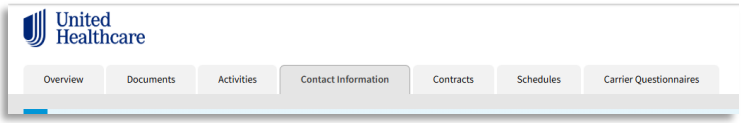
Demographics and Language Preferences

How To Access Language Preferences:

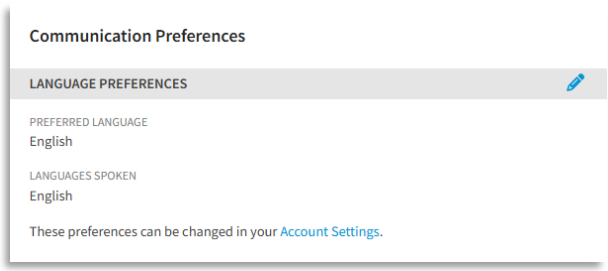
Step 1: Sign in to sircon.com and select 'Carriers'



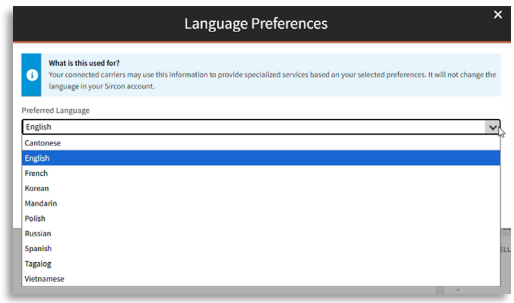
Step 2: Select 'Contact Information' tab



Step 3: Select pencil under 'Communication Preferences'



Step 4: Select language from drop down menu and save



** Language preference data is collected to support your selected preference and potential system enhancements. No personal data or identification numbers are collected.*

Additional Reference & Usage Notice

Authoritative guidance: This FAQ is intended to provide high-level informational support and general clarification only. Information is subject to change without notice. In all cases, the Agent Guide available on Jarvis serves as the official source of truth and should be consulted for comprehensive policy requirements, eligibility criteria, and situation-specific guidance.

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