

We're here to HELP



At United American, providing Agents with outstanding Home Office support is one of our primary objectives. We value our Agents and strive to give you the best possible service. Below is a list of frequently asked questions to assist you in handling your business.

1. When are prospective Medicare Supplement customers eligible for open enrollment?

For those Seniors age 65 and over, there is a six-month open enrollment period beginning with the effective date of their Medicare Part B coverage. Some states have mandated the same standards for people under age 65.

2. How long does it take UA to pay claims?

Medicare Supplement claims are typically paid in three to five business days.

3. To what address should claims be sent?

Since United American offers "Automatic" Claims Filing®, most filings are unnecessary. However, for those who do not have ACF, Medicare claims can be sent to:

United American
P.O. Box 8080
McKinney, Texas 75070

4. What are the payment options once a rate increase has been announced?

If the policy paid-to-date is prior to the rate increase effective date, the old premium amounts can be paid. However, attained age policies cannot be paid past the anniversary date unless the insured is over 81. If the paid-to-date is on or after the rate increase effective date, the new rate must be paid. A policy cannot be paid more than 18 months in advance.

5. Where should premiums be sent?

Premiums should be mailed to the following address:
United American
P.O. Box 268818
Oklahoma City, OK 73126-8818

6. What is the address for over-night business?

United American
3700 S. Stonebridge Drive
McKinney, Texas 75070

7. How long does it take to get a policy issued and returned to the Agent?

The average issue time is three to four days after the completed application has been received at the Home Office. Issue time on policies that require Home Office underwriting varies depending on requested information. Underwriting delays can be avoided when Agents double-check that any appropriate forms are included and filled out completely and accurately.

8. What number can a policyholder call to speak with a UA representative?

A policyholder may reach a UA customer service representative at (972)529-5085 Monday-Friday 7:30 a.m. to 5:00 p.m. CST.

9. Where can information be found regarding the Flexible Premium Annuity (FPA8)?

United American has established a new, toll-free phone number for Branches to call with specific questions regarding the FPA8. The number is (800)585-9739.

10. If a Branch calls/faxes a supply order, how long before it can expect the order to arrive from the Home Office?

Each Branch is designated a "ship week." The ship week is either the first, second, third, or fourth week of the month. The first week is the first calendar week which includes all five working days. The Branch should send its order two weeks prior to the assigned ship week in order to assure supplies are received on time. If an Agent needs a quantity of supplies, the request should be made in consideration of the schedule for that Branch.