

BROKER NEWS

December 3, 2020

Member and Group Payment Processing Error

ACI, our payment-processing vendor, had a settlement file duplication with Chase bank. As a result, some of our members and groups were charged twice or have a pending charge on their account. ACI is aware of this issue and working overnight to resolve it.

We will reach out to members and groups that notified us to verify they are no longer seeing a pending charge on their account and they were not negatively impacted by this issue.

We apologize for any inconvenience this may have caused you and your clients.



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