

## BROKER NEWS

**December 10, 2020**

### **Member and Group Payment Processing Error Has Been Fixed**

Our payment-processing vendor ACI worked closely with Chase bank to resolve the processing error. Members and groups should no longer see a pending charge or double payment in their account.

If you have a member negatively impacted by this issue, please call **702-242-7764**. If you have a group negatively impacted by this issue, please have them contact their group services representative.



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