

Participant Guide for Virtual Retiree Education Teleconference Meeting

What is needed to participate in the Teleconference meetings?

- The only item you need to participate in one of these meetings is a telephone (landline or cell phone).

Dialing in:

- Dial the teleconference number <XXX-XXX-XXXX>
 - Enter the access code <XXXXXX#> when prompted
 - It will then ask if you want to join the call as a host or a participant – Choose '**Participant**'
 - Once you elect Participant, you will be placed on a music hold until the meeting begins.

Meeting Start:

- When the meeting is ready to begin the AT&T moderator will welcome the participants and let everyone know that they will be placed in a listen only mode until the Q & A session.
- They will then introduce the hosts and the presentation will begin.

Question and Answer Session:

- Once the presentation is completed the AT&T moderator will provide instructions on how participants can ask their questions.
 - The AT&T moderator will open one line at a time
 - When your line is open to ask your question, the AT&T moderator will inform the host and introduce you.
 - If you are in queue waiting to ask a question, you will still be able to hear the Q & A session.
 - *Please refrain from asking detailed personal questions regarding specific health issues.*

Closing

- At the completion of the call, the host will thank everyone for attending and provide the dedicated toll-free phone number to Customer Service for any further questions.

UnitedHealthcare Customer Support:

1-888-803-9217; Monday – Friday, 8:00 a.m. - 8:00 p.m.
local time.