

UHC Asian Community

From:
Sent: Saturday, April 27, 2024 4:15 PM
To: UHC Asian Community
Subject: My story with UHC

Categories: External Email

I like to shout out to Mr. Mike Chen 陳永漢. He has a professional demeanor. His attitude was always positive and willing to help whether it is a small request or an urgent request. His response time is impeccable. So appreciate his help.

In all the instances, not only did he fulfill our requests, he would follow up with a phone call or text to make sure that we are satisfied with the outcome.

One example was that when my sister in law, ^{Member's name} ~~not showing for~~ ^{privacy}, had to re-enroll back to UHC after she was discharged from rehab. We had a very difficult time for her to follow up with her doctor appointments due to timing of her re-enrollment. Mr. Chen was on a conference call with me and the doctor's office to resolve this problem. He even called me the next day to make sure that if everything was ok. I truly appreciate his due diligence.

Most of UHC representatives are very nice, especially the staff at the 2343 86th Street office. Shout out to the team!

Mr. Chen should receive an Award for Excellence in Customer Service.