

Resources for U.S. Employee Resignation

(Voluntary Termination)

Print this document for reference as you take steps to leave the company and as a resource after your last day of work. After your last day you will no longer have access to The Hub, Global Self Service or other UnitedHealth Group systems.

Before you give your notice, review the [Employee Resignation policy](#) and notify your manager with both verbal and written notice two weeks prior to your last work day.

Paid Time Off (PTO) cannot be taken once notice of resignation has been delivered even if the PTO was previously approved. Unused PTO will be paid out if required by state law. Refer to the [Paid Time Off \(PTO\) policy](#) on The Hub.

- Unused purchased PTO hours will be reimbursed within one to two (1-2) pay periods following your resignation date if required by law. If you used your purchased PTO and terminate employment before you paid for it, the company reserves the right to recover the difference from your final paycheck. Refer to the [Purchasing Additional Paid Time Off \(PTO\) policy](#) on The Hub.
- If you qualified for Disability Reserve Bank PTO, hours are not paid out upon resignation.

Before Your Last Day of Work

Enter Resignation Date in Global Self Service (GSS): Once you have provided notice, either you or your manager can enter the resignation (also known as voluntary termination) into GSS. Refer to the [Employee Resignation – Voluntary Termination policy](#) on The Hub. Your pay, benefits and employment records could be impacted if this is not done promptly.

Report Your Time: [Update your timesheet](#) in GSS to ensure the accuracy of your final paycheck.

Prepare for Final Paycheck: You will receive a final paycheck on the regularly scheduled pay day following your last day worked, unless dictated by state law. Refer to the [State Regulations on Pay for Terminated Employee](#) on The Hub or the current year's [U.S. Payroll Calendar](#) to confirm pay dates.

- Final paychecks will be paid the same way as previous paychecks (e.g., direct deposit, paper check). California employees will receive an email from Payroll on the day their final paycheck is being processed and must consent to receive final pay by direct deposit. If Payroll does not receive a response, a live check will be mailed overnight to the home address on file.
- Routine deductions (e.g., benefit premiums, 401k contributions, taxes) and any monies owed to UnitedHealth Group will be made from your final paycheck.
- Your current direct deposit account will remain on file. To update your direct deposit account information, navigate to Global Self Service> Self Service> Payroll and Compensation> [Direct Deposit](#).

Employee Resignation Resources

Update Personal/Contact Information: Update your home address, personal email address and telephone number in GSS. Navigate to Global Self Service> Self Service> [Personal Information Summary](#).

- Final paystubs and COBRA information will be mailed to your home address on file.
- W-2s will be mailed by January 31 to your mailing address on file. If no mailing address is on file, W-2s will be mailed to the home address on file.
- If you are part of the [Short-Term Business Traveler Program](#), it is your responsibility to contact HRdirect at 1-800-561-0861 if your home address changes in the years following your last date of employment.

Update your Social Media Accounts: We recommend you update your social media accounts such as LinkedIn, Facebook, Twitter, or other professional profile affiliations to reflect that you are no longer employed with UHG/UHC/Optum.

Print Personnel File Records: Before your last day of work log in to [Global Self Service \(GSS\)](#) and print any personnel file records you may need.

- Paystubs: [View Paycheck](#)
- [Performance Reviews](#) (MAPs)
- [Corrective Action Plans](#) (CAPs)
- [New Hire Acknowledgements](#)
- [Payroll](#) (Paystubs, Time and Attendance, PTO, etc.)
- [Development Plan History](#)
- [W-2 Forms](#) (select 'View a Different Tax Year' for prior years' forms)
- [Timesheets](#)
- [W-4 Tax Information](#)
- [Job Profile](#)
- Access your Benefits Information on the [benefits enrollment site](#).

Submit Expenses for Reimbursement: All reimbursable expenses must be entered into [Concur](#) before your last day of work. If you have questions, discuss with your manager or contact Concur Expense at 1-800-985-4965.

Files and Emails:

- Transfer Files/Documents: Make time to transfer files and other documentation – particularly items stored on your computer hard drive – to a team shared drive, SharePoint site or Hub Connect site. Your manager will receive access to your hard drive after your last day.
- Email: Confirm with your manager if you should set an “out-of-office” message for your Outlook email to redirect all incoming messages to your manager or another person.

Return Equipment: Work with your manager to ensure all equipment is returned, including laptop or desktop computers, monitors, tablets and telephone hardware and cords, building access badge, Smartcard, RSA token credit or purchasing, and company-paid cell phone.

- Telecommuters:
 1. Your manager and Business Segment Liaison (BSL) will cancel services for your business phone and internet.
 2. Asset Recovery will send boxes with shipping labels for you to return telecommuting equipment.
 3. You must return your DSL modem directly to the Internet Service Provider.
 4. Your manager should advise whether company furniture should be returned.

If you require further assistance to return equipment, contact the RCO Asset Recovery team at RCO_Asset_Recovery@uhc.com.

Helpful Resources and Important Contacts

Health and Financial Benefits: To understand your benefits, visit <http://benefitsinfo.uhg.com>. Refer to the [Impact of Employment Termination on Pay & Benefits](#) (Optum360 employee [resource available here](#)) to understand the effect that the termination may have on your benefits plans.

- If you are enrolled in the UnitedHealth Group 401(k) Plan, Employee Stock Purchase Program (ESPP) or Executive Savings Plan, contact Fidelity at 1-800-624-4015 or login to www.netbenefits.com.
- You may be required to reimburse unearned Health Savings Account (HSA) Nowfunds
- For additional information, call 1-800-561-0861 and press or say "one" for a Benefits Advisor.

Employee Referral Program: If you have referred any current applicants and leave the company prior to the applicant's first day of work, you will not be eligible for the Employee Referral bonus. If you have questions, call 1-800-561-0861 and listen closely to the prompts to be connected to Recruitment Services.

Tuition Reimbursement: Refer to the [Tuition Reimbursement policy](#) on The Hub. If you leave the company within 24 months of a tuition reimbursement payment date, you are required to repay that remaining amount back to UnitedHealth Group.

Sign-On Bonus Repayment: If you received a sign-on bonus and then leave the company within 24 months of your hire date, a pro-rated portion of the sign-on bonus must be repaid based on the number of full months you were employed. Please refer to the hard copy or electronic repayment agreement you signed prior to receiving your sign-on bonus. If you have questions, call 1-800-561-0861 and listen closely to the prompts to be connected to Recruitment Services.

Employment Verification: UnitedHealth Group utilizes *The Work Number*, a service of Equifax, to provide automated Employment and Income Verifications, letters for Immigration and Visas, and External Job References.

The Work Number is available 24 hours a day, 7 days a week.

- Online (for verifiers and employees/former employees): <http://www.theworknumber.com>.
 - If logging in for the first time, User ID = employee ID number
 - Current employees: PIN = an eight-digit number comprised of the last four digits of your Social Security Number followed by the four digits of your birth year.
 - Former employees: PIN = four-digit number comprised of the last four digits of your Social Security number.
- Phone (for verifiers and employees/former employees): 1-800-367-5690

Public Service Agencies should be referred to *The Work Number* via the web address above.

Requesting Proof of Employment, Benefits and Income

- UnitedHealth Group will not provide employment or salary information without your permission. To authorize such a request, you must provide the following information to the verifying organization:
 - Your Social Security Number
 - UnitedHealth Group Employer Code (10324)
- To also provide proof of income, you must create a Salary Key. This six-digit number allows access to your salary information. A Salary Key can only be used once by the verifier and then it becomes void.

To create a Salary Key:

- Login to or call *The Work Number* (refer to the instructions in the Employment Verification section).
- Select the "Prove Income to Verifiers Option."
- Select the "Create a Salary Key" option and write down the six-digit number.
- Give the person needing proof of your employment plus income the following information:
 - Your Social Security Number
 - UnitedHealth Group Employer Code (10324)
 - Your six-digit Salary Key
- A benefits verification letter/form can be requested by calling 1-800-561-0861. Press or say "one" to be connected to a Benefits Advisor.
- Additional help can be obtained by calling the Equifax Client Service Center at 800-996-7566 or TTY 800-424-0253, Monday through Friday from 7:00 a.m. to 8:00 p.m. CT.