

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE PARTS C AND D OVERSIGHT AND ENFORCEMENT GROUP

May 1, 2026

Mr. Robert Hunter
Business Segment Chief Operating Officer
UnitedHealth Group, Inc.
9800 Health Care Lane
Minnetonka, MN 55343

Re: Notice of Imposition of Civil Money Penalty for Medicare Advantage-Prescription Drug Contract Numbers: H0294, H1278, H1889¹, H2001, H2406, H3379, H4604, H5253, H8768, R2604, R3444, and R6801

Dear Mr. Hunter:

Pursuant to 42 C.F.R. §§ 422.752(c)(1), 422.760(c), 423.752(c)(1), and 423.760(c), the Centers for Medicare & Medicaid Services (CMS) is providing notice to UnitedHealth Group, Inc. (UnitedHealth), that CMS has made a determination to impose a civil money penalty (CMP) in the amount of **\$48,869** for Medicare Advantage-Prescription Drug (MA-PD) Contract Numbers H0294, H1278, H1889, H2001, H2406, H3379, H4604, H5253, H8768, R2604, R3444, and R6801.

An MA-PD organization's² primary responsibility is to provide Medicare enrollees with medical services and prescription drug benefits in accordance with Medicare requirements. CMS has determined that UnitedHealth failed to meet that responsibility.

Summary of Noncompliance

In 2024, CMS conducted an audit of UnitedHealth's 2022 Medicare financial information. In financial audit reports issued on June 18, 2024, CMS auditors reported that UnitedHealth failed to comply with Medicare requirements related to Part C cost sharing in violation of 42 C.F.R. Part 422, Subpart F. More specifically, auditors found that in 2022, UnitedHealth overcharged enrollees for Part C medical services. UnitedHealth's failure to comply with Medicare Part C requirements adversely affected (or had the substantial likelihood of adversely affecting) enrollees because they may have experienced increased out-of-pocket costs.

¹ Contract H6528 was impacted, however, it was consolidated into H1889 in contract year (CY) 2024.

² Referenced as "plan sponsor".

Part C Cost Sharing Requirements (42 C.F.R. §§ 422.111(b), 422.254, and 422.270; and Chapter 4, Section 50 of the Medicare Managed Care Manual (IOM Pub. 100-16))

Every year, a plan sponsor must submit to CMS an aggregate monthly bid amount which must include a description of deductibles, coinsurance, and copayments applicable under the plan and the actuarial value of the deductibles, coinsurance, and copayments. When the bid is approved by CMS, the plan sponsor must provide to each enrollee a description of the benefits offered under a plan, including the applicable cost-sharing for the benefits (see 42 C.F.R. § 422.111(b)). The plan sponsor must not charge an enrollee a different amount from what was approved in the bid and disclosed to the enrollee for that benefit. Pursuant to 42 C.F.R. § 422.270(b), if the plan sponsor charges amounts in excess of the agreed upon cost-sharing, then the plan sponsor must agree to refund all amounts incorrectly collected from its Medicare enrollees.

Violation Related to Part C Cost Sharing Requirements

CMS determined that UnitedHealth failed to comply with cost sharing requirements by charging incorrect coinsurance amounts. More specifically, UnitedHealth improperly calculated coinsurance for medical surgical supplies using the billed amount rather than the allowed amount. As a result, enrollees were overcharged for medical surgical supplies. UnitedHealth did not ensure enrollees were refunded until after the financial audit, which was several years after the incurred costs. UnitedHealth's failure to comply with cost sharing requirements violates 42 C.F.R. §§ 422.100(d)(2) and 422.270(b).

Basis for Civil Money Penalty

Pursuant to 42 C.F.R. § 422.752(c)(1)(i), CMS may impose a CMP for any determination made under 42 C.F.R. § 422.510(a)(1). Specifically, CMS may issue a CMP if an MA-PD has failed substantially to carry out its contract. Pursuant to 42 C.F.R. § 422.760(b)(2), a penalty may be imposed for each enrollee directly adversely affected (or with the substantial likelihood of being adversely affected) by the deficiency.

CMS has determined that UnitedHealth failed substantially to carry out the terms of its contract (42 C.F.R. § 422.510(a)(1)) by substantially failing to comply with requirements at 42 C.F.R. Part 422, Subpart F. UnitedHealth's violations of Part C requirements directly adversely affected (or had the substantial likelihood of adversely affecting) enrollees and warrant the imposition of a CMP.

Right to Request a Hearing

UnitedHealth may request a hearing to appeal CMS's determination in accordance with the procedures outlined in 42 C.F.R. Parts 422 and 423, Subpart T. UnitedHealth must send a request for a hearing to the Departmental Appeals Board (DAB) office listed below by July 1, 2026.³ The request for hearing must identify the specific issues and the findings of fact and conclusions of law with which UnitedHealth disagrees. UnitedHealth must also specify the basis for each contention that the finding or conclusion of law is incorrect.

³ Pursuant to 42 C.F.R. §§ 422.1020(a)(2) and 423.1020(a)(2), the plan sponsor must file an appeal within 60 calendar days of receiving the CMP notice.

The request should be filed through the DAB E-File System (<https://dab.efile.hhs.gov>) unless the party is not able to file the documents electronically. If a party is unable to use DAB E-File, it must send appeal-related documents to the Civil Remedies Division using a postal or commercial delivery service at the following address:

Civil Remedies Division
Department of Health and Human Services
Departmental Appeals Board
Medicare Appeals Council, MS 6132
330 Independence Ave., S.W.
Cohen Building Room G-644
Washington, D.C. 20201

Please see https://dab.efile.hhs.gov/appeals/to_crd_instructions for additional guidance on filing the appeal.

A copy of the hearing request should also be emailed to CMS at the following address:

Kevin Stansbury
Director, Division of Compliance Enforcement
Centers for Medicare & Medicaid Services
Email: kevin.stansbury@cms.hhs.gov

If UnitedHealth does not request an appeal in the manner and timeframe described above, the initial determination by CMS to impose a CMP will become final and due on July 2, 2026. UnitedHealth may choose to have the penalty deducted from its monthly payment or transfer the funds electronically. To notify CMS of your intent to make payment and for instructions on how to make payment, please call or email the enforcement contact provided in the email notification.

Impact of CMP

Further failures by UnitedHealth to provide its enrollees with Medicare benefits in accordance with CMS requirements may result in CMS imposing additional remedies available under law, including contract termination, intermediate sanctions, penalties, or other enforcement actions as described in 42 C.F.R. Parts 422 and 423, Subparts K and O.

If UnitedHealth has any questions about this notice, please call or email the enforcement contact provided in the email notification.

Sincerely,

/s/

John A. Scott
Director
Medicare Parts C and D Oversight and Enforcement Group

cc: Ashley Hashem, CMS/ OPOLE
Scott Labrecque, CMS/OPOLE
Edgardo Reyes, CMS/OPOLE
Nijah Wilson, CMS/OPOLE
Kevin Stansbury, CMS/CM/MOEG/DCE