



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

Health Care Section
14th Floor, Strawberry Square
Harrisburg, PA 17120
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March 21, 2025

Michael Kissling
[REDACTED]

Ref: United HealthCare, FILE NO: HCS-25-05-000744

Dear Mr. Kissling:

The Health Care Section acknowledges receipt of the complaint against United HealthCare. I am the agent assigned to your case and will serve as your contact with our office. To help us maintain a complete file for you, please include the above-referenced file number on any future correspondence you may send to our office.

Your complaint has been forwarded to United HealthCare for a response within fifteen (15) calendar days. There are occasions when a respondent will request additional time to investigate the complaint. I will notify you when we receive a response. During the course of the mediation, I will keep you informed of new developments in the case. Prior to contacting our office for an update, please allow a minimum of **thirty (30) days** from the date of submission for the case to be mediated.

On behalf of Attorney General David W. Sunday Jr., thank you for bringing this matter to our attention. We hope to be of assistance in resolving your complaint.

Very truly yours,

Pamela J. Barnhart
Consumer Protection Agent

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