



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

Health Care Section
14th Floor, Strawberry Square
Harrisburg, PA 17120
Phone: (717) 705-6938
Facsimile: (717) 787-1190
healthcare@attorneygeneral.gov

April 7, 2025

Michael Kissling
[REDACTED]

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

Dear Mr. Kissling:

We understand that United HealthCare recently offered an explanation to your complaint.

This office has attempted to mediate your complaint and effect a satisfactory resolution. At this time, it does not appear that further mediation efforts will be productive. Although this explanation may not be completely satisfactory, you will have to evaluate whether you feel it is reasonable in light of all the circumstances.

Because United HealthCare has apparently stated its final position in this matter, we are unable to mediate your complaint further. If you decide not to accept the explanation, there are other options available to you. Should you continue to pursue this complaint, you may wish to consult an attorney who can advise you of your rights to pursue legal action. If you cannot afford an attorney or are unsure about how to proceed, you may wish to contact your county bar association for information on legal services that may be available to you.

A copy of your complaint will remain on file for future reference. On behalf of David W. Sunday Jr., thank you for bringing this matter to our attention.

Very truly yours,

Pamela J. Barnhart
Consumer Protection Agent

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Enclosure(s)
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