



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

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July 8, 2025

Michael Kissling
[REDACTED]

Ref: United HealthCare, FILE NO: HCS-25-05-001739

Dear Michael Kissling:

Thank you for your recent complaint. Unfortunately, this office is unable to assist you with the issues raised in your complaint.

The Office of Attorney General, Health Care Section, enforces the Unfair Trade Practices and Consumer Protection Law, 73 P.S. § 201-1 et seq. ("Consumer Protection Law"), as it applies to the health care industry. We represent the public interest in civil matters implicating the Consumer Protection Law. We cannot pursue your complaint, because it does not fall within our authority or the scope of our voluntary mediation process. While we are unable to provide legal representation on your behalf individually, our office will review your complaint further to assess whether the conduct alleged constitutes violations of the Consumer Protection Law that may negatively impact consumers and take further action as needed.

The Health Care Section appreciates concerned citizens like you who advise our office of business practices that are potentially harmful to consumers. Your interest in protecting consumers assists the Commonwealth in its work to identify and correct health care abuses.

Your correspondence will be entered into our files for possible future use. On behalf of Attorney General David W. Sunday, Jr., thank you for the information you have provided. If we may be of assistance in the future, do not hesitate to contact the Health Care Section.

Very truly yours,

Rebecca M. Zehring
Consumer Protection Agent Supervisor

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