

# UnitedHealthcare Retiree Solutions (URS)

## Christina Bell

### CLIENT ENGAGEMENT MANAGER

Region 4 - Missouri

Region 8 – Arkansas & Tennessee

As a Client Engagement Manager, Christina serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. She is responsible for supporting and developing relationships with local Union Representatives and Retirees within her regions.

Christina schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust.

Christina joined United Healthcare October of 2017 as a Customer Care Advocate and later became a Service Navigator case managing Dual special needs plans.

Christina joined URS June 2022 and has thoroughly enjoyed working with the UAW Retiree Medical Benefits Trust retirees. She is a licensed Accident, Health and Life insurance producer that brings with her over 15 years of customer service and 9 years of healthcare case management. She resides in Florissant, Missouri and enjoys graphic design, singing, hiking with friends and website building.



#### Key Strengths:

- Building sustainable relationships
- Empowering others
- Demonstrating empathy

#### Contact Information:

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# UnitedHealthcare Retiree Solutions (URS)

## Lynn Luttrell

### Director of Field Engagement

Region 6 –Washington, Oregon, California, Idaho, Nevada, Utah, Arizona, Alaska and Hawaii

Region 4 –Iowa, Nebraska, North Dakota, South Dakota, Wyoming, Montana, Colorado

As a Director of Field Engagement, Lynn serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. She is responsible for supporting and developing relationships with local Union Benefit Representatives, Union Representatives and Retirees within her regions in addition to leading the Client Engagement Manager team.

Lynn schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust as well as supports the team of Client Engagement Managers.

Lynn joined UnitedHealthcare in 2014 and was been a Client Service Manager from 2020-2024. In 2024, Lynn moved into the Director of Field Engagement role. Prior to these role, Lynn was a Segment Operations Manager supporting Public Sector Clients and was an Onsite Service Account Manager responsible for resolving member level concerns.

Lynn's leadership experience spans over 25 years within the healthcare industry. She specializes in developing relationships with a focus on exceptional service and member satisfaction. Lynn received her Bachelor of Science in Business Administration from Capella University. She makes her home in Springfield, Illinois. In her free time, Lynn enjoys participating in dog sports with her three dogs, spending time with her family and friends and enjoying live music.



#### Key Strengths:

- Building Meaningful Partnerships
- Building Innovative Solutions for Service Excellence
- Empathy and Compassion of the Senior Population

#### Contact Information:

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# UnitedHealthcare Retiree Solutions (URS)

## Meredith Sidoti

### CLIENT ENGAGEMENT MANAGER

Region 2B – Ohio

Region 9A – Local 626, 987, 664, 422

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As a Client Engagement Manager, Meredith serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. She is responsible for supporting and developing relationships with local Union Benefit Representatives, Union Representatives and Retirees within her regions.

Meredith schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust.

Meredith started her career in the field of Children and Family Services and later spent several years in the auto industry where she earned a Journeywoman Certificate as a Sheetmetal Worker. Meredith then transitioned to a position as a Union Benefits Representative for retirees in the New England area. Meredith joined URS in May 2022 as a Client Engagement Manager.

Meredith brings with her over 11 years of experience in retiree benefits. She graduated from Bowling Green State University with a Bachelor of Science in Elementary Education. Meredith is a licensed agent for Health and Life. She resides in Milan, Ohio with her cat and enjoys hiking, birding, and riding roller coasters.



#### Key Strengths:

- Patient and empathetic with retirees
- Responsive to client needs and concerns
- Reliable while remaining flexible

#### Contact Information:

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# UnitedHealthcare Retiree Solutions (URS)

## Mitchell Herrera Client Engagement Manager

Region 8 - Virginia, West Virginia, the District of Columbia, Maryland, Delaware and Pennsylvania counties include Franklin, Cumberland, Adams, York

Region 9 – Western and Central New York, New Jersey, and Pennsylvania, excluding the counties of Franklin, Cumberland, Adams, and York.

Region 9A – Eastern New York (including the New York City Metropolitan area, the Hudson Valley, and the Capital District area), Connecticut, Massachusetts, Rhode Island, New Hampshire, Vermont, Maine, and Puerto Rico.

As a Client Engagement Manager, Mitchell serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. She is responsible for supporting and developing relationships with local Union Benefit Representatives, Union Representatives and Retirees within her regions.

Mitchell schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust.

Mitchell has an excellent background in Customer Service as a People Leader in the call center industry, hospitality and healthcare. Prior to joining URS, she worked as a Team Lead for Medicare & Retirement Retiree Group Plans. She was with a Durable Medical Equipment supplier as a Customer Service Supervisor giving her years of Medicare and DME knowledge.

Mitchell has joined the company September 2021 and in that short span of time, recently joined URS April 2024 as a Client Engagement Manager. Bringing over 20 years of experience in Customer Service and Healthcare Management. She graduated from Centro Escolar University in Manila with a Bachelor of Science Degree in Business Management. She resides in South River, New Jersey and enjoys spending time with her husband exploring new restaurants to try within her area and anywhere they go.



### Key Strengths:

- Proficient in identifying client issues and finding creative solutions to meet their needs
- Ability to quickly adjust to changes
- Always providing high level of customer service

### Contact Information:

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# UnitedHealthcare Retiree Solutions (URS)

## Tanesha Carr

### CLIENT ENGAGEMENT MANAGER

[Region 2B](#) – Indiana

[Region 4](#) – Illinois

As a Client Engagement Manager, Tanesha serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. She is responsible for supporting and developing relationships with local Union Benefit Representatives, Union Representatives and Retirees within her regions.

Tanesha schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust.

Tanesha began her career with UnitedHealth Group in 2014 as a Member Service Representative with OptumRx where she assisted pharmacies and members with prescription drug claims. In 2015, Tanesha transitioned to the OptumRx claims department as a claims processor and in 2016 was promoted to a Supervisor role in recognition of her exceptional performance. In 2021, Tanesha transitioned to a Service Account Manager role within UnitedHealthcare's Medicare and Retirement business, and in June 2022 joined the URS team as a Client Engagement Manager.

Tanesha has over 10 years of experience in customer service, member issue resolution, and technology support. She earned a Bachelor of Arts and Science, with a focus on Psychology, from the University of Memphis. Tanesha resides in Plainfield, Illinois. She enjoys spending time with family and friends. Some of her hobbies include event planning and home staging. Tanesha enjoys traveling and exploring different parts of the world, learning about others and their culture.



#### Key Strengths:

- Building and maintaining relationships
- Listening to understand
- Demonstrating compassion toward members
- Empathy and compassion of the Senior Population

#### Contact Information:

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# UnitedHealthcare Retiree Solutions (URS)

## Todd Moro

### CLIENT ENGAGEMENT MANAGER

Region 4 – Kansas, Wisconsin, and Minnesota

Region 8- Kentucky, Texas, New Mexico, and Oklahoma

As a Client Engagement Manager, Todd serves as a core member of the UnitedHealthcare Retiree Solutions (URS) team. He is responsible for supporting and developing relationships with local Union Benefit Representatives, Union Representatives and Retirees within his regions.

Todd schedules and conducts educational meetings for existing and soon-to-be Medicare eligible retirees relating to the UnitedHealthcare medical and prescription drug plans available through the UAW Retiree Medical Benefits Trust.

Todd has a broad background in the Hospitality and Food Manufacturing industries. Prior to joining URS, he worked as a business owner and consultant. Todd has built multiple operating teams throughout his career focusing on customer service, community relations and guest services.

Todd joined the company in June 2022 serving as a Client Engagement Manager. Bringing over 30 years of experience in Customer Service and Business Management. Todd graduated from Milwaukee Area Technical College with a degree in Restaurant and Hotel Culinary Science while continuing education in Pre-Med studies. He resides in Milwaukee Wisconsin and enjoys spending time fishing, golfing, hiking, and spending time with his four children and three grandchildren.



#### Key Strengths:

- Forming and building positive relationships
- Focus on member solutions and collaborative service excellence
- Empathy, compassion and care for the senior population and support for the UBR's

#### Contact Information:

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