

## Small business brokers, we are here to support you

We're serious about your success: Your dedicated, professional team is here to support you when you need us.

<b>Broker Service Support</b>	<p><b>Phone (toll-free):</b> 1-888-UHC-HLP1 (1-888-842-4571), press 1  <b>Eligibility fax:</b> 248-733-6062  <b>Medical claims fax:</b> 801-567-5498  <b>Email:</b> <a href="mailto:clientserviceoperations@uhc.com">clientserviceoperations@uhc.com</a></p>	<p><b>First level issue resolution:</b></p> <ul style="list-style-type: none"> <li>• Billing questions, invoices requests</li> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Eligibility – verify, adds, terms, changes</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• eServices access request/changes</li> </ul>
<b>Employer Customer Service</b>	<p><b>Phone (toll-free):</b> 1-888-UHC-HLP1 (1-888-842-4571), press 2  <b>Eligibility fax:</b> 248-733-6062  <b>Medical claims fax:</b> 801-567-5498  <b>Email:</b> <a href="mailto:clientserviceoperations@uhc.com">clientserviceoperations@uhc.com</a></p>	<p><b>First level issue resolution:</b></p> <ul style="list-style-type: none"> <li>• Billing questions, invoices requests</li> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Eligibility – verify, adds, terms, changes</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• eServices access request/changes</li> </ul>
<b>Employer eServices®</b>	<p><b>Website:</b> <a href="http://employereservices.com">employereservices.com</a>  <b>Help Desk (toll-free):</b> 1-800-651-LINK (5465)</p>	<ul style="list-style-type: none"> <li>• Enrollment and terminations</li> <li>• Billing</li> <li>• Password resets</li> <li>• Troubleshooting</li> <li>• General questions</li> </ul>
<b>Premium remittance</b>	<p><b>Premium remittance – regular mail:</b>  UHS Premium Billing  P.O. Box 94017  Palatine, IL 60094-4017</p>	<p><b>Premium remittance –overnight:</b>  <b>Phone (toll-free):</b> 1-888-842-4571  <b>Overnight mail:</b>  UHS premium billing  Attn: Box 94017  5505 N. Cumberland Ave. Ste. 307  Chicago, IL 60656-1471</p>
<b>UnitedHealthcare Benefit Services<sup>SM</sup></b>	<p><b>Phone (toll-free):</b> 1-800-318-5311  <b>Website:</b> <a href="http://uhcservices.com">uhcservices.com</a>  <b>Refer employees to (toll-free):</b> 1-877-797-7475</p>	<ul style="list-style-type: none"> <li>• Cobra, Pre-Tax Premium Plan, HRA and FSA Administration</li> </ul>
<b>Member Customer Service</b>	<p><b>Phone (toll-free):</b> 1-800-357-0978  <b>Website:</b> <a href="http://myuhc.com">myuhc.com</a><sup>®</sup>  UnitedHealthcare  Attn: Claims  P.O. Box 30555  Salt Lake City, UT 84130  <b>Fax:</b> 801-567-5499  <b>OptumRx® Customer Service (toll-free):</b> 1-800-357-1371</p>	<ul style="list-style-type: none"> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> <li>• Notification of upcoming service</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• Prescription administration</li> <li>• United Behavioral Health</li> <li>• Employee Assistance Program (EAP)</li> </ul>

<b>United Behavioral Health</b>	<b>Website:</b> <a href="http://liveandworkwell.com">liveandworkwell.com</a>	<ul style="list-style-type: none"> <li>• Provider lookup</li> <li>• Provides free, confidential online access to member's benefits, including</li> </ul>	tools, information and resources to help enhance member's health, work and life
<b>UnitedHealthcare Dental® Customer Service</b>	<p><b>Phone (toll-free):</b> 1-877-816-3597  <b>Website:</b> <a href="http://myuhc.com">myuhc.com</a>  <b>Claim and X-ray submission address:</b>  UnitedHealthcare Dental  Attn: Claims  P.O. Box 30567  Salt Lake City, UT 84130-0567</p>	<ul style="list-style-type: none"> <li>• Separate ID card produced</li> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> </ul>	<ul style="list-style-type: none"> <li>• Physician verification</li> <li>• Notification of upcoming service</li> <li>• Pre-service payment estimate</li> </ul>
<b>UnitedHealthcare Vision® Customer Service</b>	<p><b>Phone (toll-free):</b> 1-800-638-3120  <b>Claim submission fax:</b> 248-733-6060  <b>Website:</b> <a href="http://myuhcvision.com">myuhcvision.com</a>  <b>Claim submission address:</b>  UnitedHealthcare Vision Claims Department  P.O. Box 30978  Salt Lake City, UT 84130</p>	<ul style="list-style-type: none"> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> <li>• Physician verification</li> </ul>	
<b>Employee Assistance Program (EAP)</b>	<p><b>Phone (toll-free):</b> 1-888-887-4114  <b>Website:</b> <a href="http://myuhc.com">myuhc.com</a></p>	<p><b>Employer support available:</b></p> <ul style="list-style-type: none"> <li>• Management consultations</li> <li>• Critical incident stress management</li> </ul> <p><b>Employee support available:</b></p> <ul style="list-style-type: none"> <li>• Master's level counselors</li> <li>• Legal/financial assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Onsite wellness, health and well-being training</li> <li>• Health information library</li> </ul>
<b>HSA – Optum Bank®</b>	<p><b>Phone (toll-free):</b> 1-800-791-9361  <b>Website:</b> <a href="http://optumbank.com">optumbank.com</a></p>	<ul style="list-style-type: none"> <li>• HSA—Optum Bank questions</li> </ul>	
<b>uhceServices</b>	<b>Website:</b> <a href="http://uhceservices.com">uhceservices.com</a>	<ul style="list-style-type: none"> <li>• Medical, pharmacy and specialty benefit summaries</li> </ul>	<ul style="list-style-type: none"> <li>• Forms</li> <li>• Commission information</li> </ul>

NOT FOR CONSUMER USE

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through UnitedHealthcare of Washington, Inc.

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