



# We are here to help you

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

<p><b>Small Business (2-100) Broker Service Support</b></p>	<p><b>Phone (toll-free):</b> 1-800-591-9911 <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</li> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• United behavioral health</li> <li>• Commissions</li> </ul>
<p><b>Small Business (2-100) Employer Customer Service</b></p>	<p><b>Phone (toll-free):</b> 1-800-591-9911 <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</li> <li>• Claim questions</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• United behavioral health</li> </ul>
<p><b>Employer eServices®</b></p>	<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>
<p><b>United eServices®</b></p>	<p><b>Website:</b> <a href="http://unitedeservices.com">unitedeservices.com</a></p>	<ul style="list-style-type: none"> <li>• Medical, pharmacy and specialty benefit summaries</li> <li>• Forms</li> <li>• Commission information</li> </ul>
<p><b>UnitedHealthcare Benefit Services<sup>SM</sup></b></p>	<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>
<p><b>Member Service</b></p>	<p><b>Phone (toll-free):</b> Back of ID Card <b>Website:</b> <a href="http://myuhc.com">myuhc.com</a> <b>OptumRx® customer service (toll-free):</b> 1-800-356-3477</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>• Care24® (employee assistance program)</li> </ul>

<b>Behavioral Health</b>	<b>Website:</b> <a href="https://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 tools, information, and resources to help enhance member's health, work and life</li> </ul>
<b>UnitedHealthcare Dental® Customer Service</b>	<b>Phone (toll-free):</b> 1-877-816-3597 <b>Website:</b> <a href="https://myuhcdental.com">myuhcdental.com</a>	<ul style="list-style-type: none"> <li>• Separate ID card produced</li> <li>• Claim question</li> <li>• Benefit questions</li> <li>• Verify eligibility</li> <li>• Physician verification</li> <li>• Notification of upcoming service</li> <li>• Pre-service payment estimate</li> </ul>
<b>UnitedHealthcare Vision® Customer Service</b>	<b>Phone (toll-free):</b> 1-800-638-3120 <b>Website:</b> <a href="https://myuhcvision.com">myuhcvision.com</a>	<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/Care24®</b>	<b>Phone (toll-free):</b> 1-888-887-4114 <b>Website:</b> <a href="https://myuhc.com">myuhc.com</a>	<p><b>Employer support available:</b></p> <ul style="list-style-type: none"> <li>• Management consultations</li> <li>• Critical incident stress management</li> <li>• Onsite wellness, health and well-being training</li> </ul> <p><b>Employee support available:</b></p> <ul style="list-style-type: none"> <li>• Registered nurse assistance</li> <li>• Master's level counselors</li> <li>• Legal/financial assistance</li> <li>• Health information library</li> </ul>
<b>HSA – Optum Bank®</b>	<b>Phone (toll-free):</b> 1-800-791-9361 <b>Website:</b> <a href="https://optumhealthbank.com">optumhealthbank.com</a>	<ul style="list-style-type: none"> <li>• HSA – Optum Bank questions</li> </ul>

## Local offices

169 Inverness Dr. W Ste 400  
Englewood, CO 80112  
303-267-3322