



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>Small Business (2-100) Broker Service Support</p>	<p>Phone (toll-free): 1-800-591-9911 Email: clientserviceoperations@uhc.com</p>	<p>First level issue resolution:</p> <ul style="list-style-type: none"> • Billing • Claim questions • Benefit questions • Verify eligibility • Request ID cards • Physician verification • United behavioral health • Commissions
<p>Small Business (2-100) Employer Customer Service</p>	<p>Phone (toll-free): 1-800-591-9911 Email: clientserviceoperations@uhc.com</p>	<p>First level issue resolution:</p> <ul style="list-style-type: none"> • Billing • Claim questions • Benefit questions • Verify eligibility • Request ID cards • Physician verification • United behavioral health
<p>Employer eServices®</p>	<p>Website: employereservices.com Help desk (toll-free): 1-800-651-LINK (5465)</p>	<ul style="list-style-type: none"> • Enrollment and terminations • Billing • Password resets • Troubleshooting • General questions
<p>United eServices®</p>	<p>Website: unitedeservices.com</p>	<ul style="list-style-type: none"> • Medical, pharmacy and specialty benefit summaries • Forms • Commission information
<p>UnitedHealthcare Benefit ServicesSM</p>	<p>Phone (toll-free): 1-800-318-5311 Website: uhcservices.com Refer employees to (toll-free): 1-877-797-7475</p>	<ul style="list-style-type: none"> • Cobra, pre-tax premium plan, HRA and FSA administration
<p>Member Service</p>	<p>Phone (toll-free): Back of ID Card Website: myuhc.com OptumRx® customer service (toll-free): 1-800-356-3477</p>	<ul style="list-style-type: none"> • Claim questions • Benefit questions • Verify eligibility • Notification of upcoming service • Request id cards • Physician verification • Prescription administration • United behavioral health • Care24® (employee assistance program)

Behavioral Health	Website: liveandworkwell.com	<ul style="list-style-type: none"> • Provider lookup • Provides free, confidential online access to member's benefits, including tools, information, and resources to help enhance member's health, work and life
UnitedHealthcare Dental® Customer Service	Phone (toll-free): 1-877-816-3597 Website: myuhcdental.com	<ul style="list-style-type: none"> • Separate ID card produced • Claim question • Benefit questions • Verify eligibility • Physician verification • Notification of upcoming service • Pre-service payment estimate
UnitedHealthcare Vision® Customer Service	Phone (toll-free): 1-800-638-3120 Website: myuhcvision.com	<ul style="list-style-type: none"> • Claim questions • Benefit questions • Verify eligibility • Physician verification
Employee Assistance Program/Care24®	Phone (toll-free): 1-888-887-4114 Website: myuhc.com	<p>Employer support available:</p> <ul style="list-style-type: none"> • Management consultations • Critical incident stress management • Onsite wellness, health and well-being training <p>Employee support available:</p> <ul style="list-style-type: none"> • Registered nurse assistance • Master's level counselors • Legal/financial assistance • Health information library
HSA – Optum Bank®	Phone (toll-free): 1-800-791-9361 Website: optumhealthbank.com	<ul style="list-style-type: none"> • HSA – Optum Bank questions
Small Business (2-100) Sales & Account Management	Phone (toll-free): 1-866-288-4993	<ul style="list-style-type: none"> • New business sales & strategies • Product training • Broker education • UnitedHealthcare updates • Quote requests • Renewals • Benefits contract questions • Plan changes • Enrollment meeting

