

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.

Broker Service Support	<p>Phone (toll-free): 1-888-UHC-HLP1 (1-888-842-4571), press 1 Eligibility fax: 248-733-6062 Medical claims fax: 801-567-5498 Email: clientserviceoperations@uhc.com</p>	<p>First level issue resolution:</p> <ul style="list-style-type: none"> • Billing questions, invoices requests • Claim questions • Benefit questions • Eligibility – verify, adds, terms, changes • Request ID cards • Physician verification • eServices access request/changes
Employer Customer Service	<p>Phone (toll-free): 1-888-UHC-HLP1 (1-888-842-4571), press 2 Eligibility fax: 248-733-6062 Medical claims fax: 801-567-5498 Email: clientserviceoperations@uhc.com</p>	<p>First level issue resolution:</p> <ul style="list-style-type: none"> • Billing questions, invoices requests • Claim questions • Benefit questions • Eligibility – verify, adds, terms, changes • Request ID cards • Physician verification • eServices access request/changes
Employer eServices®	<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
Premium remittance	<p>Premium remittance – regular mail: UHS Premium Billing P.O. Box 94017 Palatine, IL 60094-4017</p>	<p>Premium remittance –overnight: Phone (toll-free): 1-888-842-4571 Overnight mail: UHS premium billing Attn: Box 94017 5505 N. Cumberland Ave. Ste. 307 Chicago, IL 60656-1471</p>
UnitedHealthcare Benefit ServicesSM	<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
Member Customer Service	<p>Phone (toll-free): 1-800-357-0978 Website: myuhc.com[®] UnitedHealthcare Attn: Claims P.O. Box 30555 Salt Lake City, UT 84130 Fax: 801-567-5499 OptumRx® Customer Service (toll-free): 1-800-357-1371</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 • Employee Assistance Program (EAP)

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

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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