



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.

Small Business (2-100) Support	HMO Products – All States	First level issue resolution:
	Phone (toll free): 1-800-591-9911	<ul style="list-style-type: none"> • Billing • Benefit questions • Claim questions • Request ID cards • Physician verification • Behavioral health • Eligibility – verify, adds terms, changes • eServices access request/changes
	<ul style="list-style-type: none"> • Broker Service: (Press 1) • Employer Service: (Press 2) 	
	PPO Products – All States	
	Phone (toll free): 1-888-842-4571	
	<ul style="list-style-type: none"> • Broker Service: (Press 1) • Employer Service: (Press 2) • Eligibility fax: 1-248-733-6062 • Medical claims fax: 1-801-567-5498 	
	Email: clientserviceoperations@uhc.com	
Employer eServices®	Website: employereservices.com	Enrollment and terminations:
United eServices®	Help desk (toll-free): 1-800-651-LINK (5465) <ul style="list-style-type: none"> • UnitedHealthcare plans: (Press 1) 	<ul style="list-style-type: none"> • Billing • General questions • Password resets • Troubleshooting
UnitedHealthcare Benefit Services	Phone (toll-free): 1-800-318-5311 Website: uhcservices.com Refer employees to (toll-free): 1-877-797-7475	<ul style="list-style-type: none"> • COBRA, Pre-Tax Premium Plan, HRA and FSA Administration
Member Customer Service	Phone (toll-free): Health plan ID card Website: myuhc.com® UnitedHealthcare Attn: Claims P.O. Box 30555 Salt Lake City, UT 84130 Fax: 1-801-567-5499 Optum Rx Customer Service: Phone (toll-free): 1-800-357-1371	<ul style="list-style-type: none"> • Benefit questions • Claim questions • Verify eligibility • Notification of upcoming service • Request ID cards • Physician verification • Prescription administration • Behavioral health • 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 Claim and X-ray submission address: UnitedHealthcare Dental Attn: Claims P.O. Box 30567 Salt Lake City, UT 84130-0567	<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®	Claim submission address: UnitedHealthcare Vision Claims Department P.O. Box 30978 Salt Lake City, UT 84130 Claim submission fax: 1-248-733-6060	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 (EAP)	Phone (toll-free): 1-888-887-4114 Website: myuhc.com Employee support available: <ul style="list-style-type: none"> • Registered nurse assistance • Master's level counselors • Legal/financial assistance • Health information library 	Employer support available: <ul style="list-style-type: none"> • Management consultations • Critical incident stress management • Onsite wellness, health and well-being training
HSA – Optum Bank®	Phone (toll-free): 1-800-791-9361 Website: optumbank.com	HSA – Optum Bank questions
Premium remittance	Phone (toll-free): 1-888-842-4571 Regular mail: UHS Premium Billing P.O. Box 94017 Palatine, IL 60094-4017	Overnight mail: UHS Premium Billing Attn: Box 94017 5505 N. Cumberland Ave. Ste. 307 Chicago, IL 60656-1471
Small Business (2-100) Sales & Account Management	Phone (toll-free): 1-866-288-4993	<ul style="list-style-type: none"> • Broker guidance • UnitedHealthcare updates • Quote requests • Renewals
Local Office		
Orange County 5701 Katella Avenue Cypress, CA 90630 1-877-511-3039	Concord 2300 Clayton Rd., Suite 1000 Concord, CA 94520 1-925-246-1300	Sacramento 8880 Cal Center Drive, Suite 300 Sacramento, CA 95826 1-925-246-1300