



# 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.

<b>Small Business (2-100) Support</b>	<b>HMO Products – All States</b>	<b>First level issue resolution:</b>
	Phone (toll free): <b>1-800-591-9911</b>	<ul style="list-style-type: none"> <li>• Billing</li> <li>• Benefit questions</li> <li>• Claim questions</li> <li>• Request ID cards</li> <li>• Physician verification</li> <li>• Behavioral health</li> <li>• Eligibility – verify, adds terms, changes</li> <li>• eServices access request/changes</li> </ul>
	<ul style="list-style-type: none"> <li>• Broker Service: <b>(Press 1)</b></li> <li>• Employer Service: <b>(Press 2)</b></li> </ul>	
	<b>PPO Products – All States</b>	
	Phone (toll free): <b>1-888-842-4571</b>	
	<ul style="list-style-type: none"> <li>• Broker Service: <b>(Press 1)</b></li> <li>• Employer Service: <b>(Press 2)</b></li> <li>• Eligibility fax: <b>1-248-733-6062</b></li> <li>• Medical claims fax: <b>1-801-567-5498</b></li> </ul>	
	Email: <b>clientserviceoperations@uhc.com</b>	
<b>Employer eServices®</b>	Website: <b>employereservices.com</b>	<b>Enrollment and terminations:</b>
<b>United eServices®</b>	Help desk (toll-free): <b>1-800-651-LINK (5465)</b> <ul style="list-style-type: none"> <li>• UnitedHealthcare plans: <b>(Press 1)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Billing</li> <li>• General questions</li> <li>• Password resets</li> <li>• Troubleshooting</li> </ul>
<b>UnitedHealthcare Benefit Services</b>	Phone (toll-free): <b>1-800-318-5311</b> Website: <b>uhcservices.com</b> Refer employees to (toll-free): <b>1-877-797-7475</b>	<ul style="list-style-type: none"> <li>• COBRA, Pre-Tax Premium Plan, HRA and FSA Administration</li> </ul>
<b>Member Customer Service</b>	Phone (toll-free): Health plan ID card Website: <b>myuhc.com®</b> UnitedHealthcare Attn: Claims P.O. Box 30555 Salt Lake City, UT 84130 Fax: <b>1-801-567-5499</b> Optum Rx Customer Service: Phone (toll-free): <b>1-800-357-1371</b>	<ul style="list-style-type: none"> <li>• Benefit questions</li> <li>• Claim 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>• Behavioral health</li> <li>• Employee Assistance Program</li> </ul>

<b>Behavioral Health</b>	Website: <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®</b>	Customer Service: Phone (toll-free): <b>1-877-816-3597</b> Website: <a href="https://myuhcdental.com">myuhcdental.com</a> 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"> <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®</b>	Claim submission address: UnitedHealthcare Vision Claims Department P.O. Box 30978 Salt Lake City, UT 84130 Claim submission fax: <b>1-248-733-6060</b>	Customer Service: Phone (toll-free): <b>1-800-638-3120</b> Website: <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 (EAP)</b>	Phone (toll-free): <b>1-888-887-4114</b> Website: <a href="https://myuhc.com">myuhc.com</a>	<b>Employer support available:</b> <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> <b>Employee support available:</b> <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>	Phone (toll-free): <b>1-800-791-9361</b> Website: <a href="https://optumbank.com">optumbank.com</a>	HSA – Optum Bank questions
<b>Premium remittance</b>	Phone (toll-free): <b>1-888-842-4571</b> <b>Regular mail:</b> UHS Premium Billing P.O. Box 94017 Palatine, IL 60094-4017	<b>Overnight mail:</b> UHS Premium Billing Attn: Box 94017 5505 N. Cumberland Ave. Ste. 307 Chicago, IL 60656-1471

## Local Office

12921 S Vista Station Blvd., Suite 200  
Draper, UT 84020

