



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 Phone (toll free): 1-800-591-9911 <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	First level issue resolution: <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
Employer eServices® United eServices®	Website: employereservices.com Help desk (toll-free): 1-800-651-LINK (5465) <ul style="list-style-type: none"> • UnitedHealthcare plans: (Press 1) 	Enrollment and terminations: <ul style="list-style-type: none"> • Billing • General questions • Password resets • Troubleshooting • COBRA, Pre-Tax Premium Plan, HRA and FSA Administration
UnitedHealthcare Benefit Services	Phone (toll-free): 1-800-318-5311 Website: uhcservices.com Refer employees to (toll-free): 1-877-797-7475	
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®	Customer Service: Phone (toll-free): 1-800-638-3120 Website: myuhcvision.com Claim submission address: UnitedHealthcare Vision Claims Department P.O. Box 30978 Salt Lake City, UT 84130 Claim submission fax: 1-248-733-6060	<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	Employer support available: <ul style="list-style-type: none"> • Management consultations • Critical incident stress management • Onsite wellness, health and well-being training Employee support available: <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: optumbank.com	HSA – Optum Bank questions
Premium remittance	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	Regular mail: UHS Premium Billing P.O. Box 94017 Palatine, IL 60094-4017

