



# Who to contact at UnitedHealthcare:

## California Small Business Employer Contact Sheet

Your dedicated, professional team is here to support you when you need us.

### Employer Group Services

#### Medical, Dental, Vision Billing and Eligibility Inquiries

- **Phone:** 1-800-591-9911
- **Email:** [clientserviceoperations@uhc.com](mailto:clientserviceoperations@uhc.com)

#### Core, Core HSA, Select Plus, Select Plus HSA and HRA Medical, Dental, Vision and Life Plans Enrollment

- **Phone:** 1-800-591-9911
- **Online:** [www.employereservices.com](http://www.employereservices.com)
- **Email:** [clientserviceoperations@uhc.com](mailto:clientserviceoperations@uhc.com)
- **Fax:** 1-866-372-1316

#### Signature\*, Advantage\*, Alliance\*, and Focus\* Medical Plans Enrollment

- **Phone:** 1-800-591-9911
- **Email:** [clientserviceoperations@uhc.com](mailto:clientserviceoperations@uhc.com)
- **Fax:** 1-866-372-1316

#### Dental Claims, Benefit Inquiries and ID Cards

- **Phone**
  - UnitedHealthcare: 1-800-445-9090
  - HMO (California): 1-800-622-6388

#### UnitedHealthcare Benefit Services<sup>SM</sup> (No-fee Services with Medical)

Federal COBRA (20+ employees), Select HRA, Flexible Spending Account and Premium Only Plan

- Employers and COBRA participants:
  - **Phone:** 1-800-318-5311
  - **Online:** [www.uhcservices.com](http://www.uhcservices.com)

#### Optum Financial (HSA) Employer Administration

- **Phone:** 1-800-791-9361 option 4
- **Online:** [www.optumhealthfinancial.com](http://www.optumhealthfinancial.com)

### Member Services

#### Medical, Dental, Vision and Prescription Benefits (ID Card Requests, Claims, Appeals and Provider Network Assistance)

Please mail claims to the address that appears on member's ID card.

#### Core, Core HSA, Select Plus, Select Plus HSA and HRA Medical Plans

- **Phone:** 1-800-357-0978
- **Online:** [www.myuhc.com](http://www.myuhc.com)  
Technical Support: 1-877-844-4999
- **Behavioral Health:** [www.liveandworkwell.com](http://www.liveandworkwell.com)  
1-800-842-2065
- **Care24\*/NurseLine<sup>SM</sup>:** 1-888-887-4114

#### Signature, Advantage, Alliance and Focus Medical Plans

- **Phone:** 1-800-624-8822 / Spanish: 1-800-730-7270
- **Online:** [www.myuhc.com](http://www.myuhc.com)  
Technical Support: 1-800-624-8822
- **Behavioral Health:** [www.liveandworkwell.com](http://www.liveandworkwell.com)  
1-800-999-9585
- **NurseLine:** 1-866-747-4325

#### OptumRx<sup>®</sup>

- **Phone:** 1-800-788-7871
- **Authorization:** 1-800-711-4555
- **Online:** [www.optumrx.com](http://www.optumrx.com)

#### Optum Bank<sup>SM</sup> (HSA) Account Information

- **Phone:** 1-800-791-9361
- **Online:** [www.optumbank.com](http://www.optumbank.com)

#### Specialty Benefits (Dental, Life, Vision, LTD and Critical Illness)

##### Dental National Options PPO (10, 20 or 30)

- **Phone:** 1-877-816-3596
- **Online:** [www.myuhc.com](http://www.myuhc.com)

##### California Select Managed Care DHMO

- **Phone:** 1-877-813-4259
- **Online:** [www.myuhc.com](http://www.myuhc.com)

##### Life, LTD, and Critical Illness

- **Phone:** 1-888-299-2070

##### Vision

- **Phone:** 1-800-638-3120
- **24-hour Automated System:** 1-800-839-3242
- **Online:** [www.myuhcvision.com](http://www.myuhcvision.com)

#### Wellness Programs

- **Phone:** 1-888-294-1141
- **Online:** [www.uhctogether.com/UHCwellness](http://www.uhctogether.com/UHCwellness)

#### Wellness Discounts

- **Phone:** 1-800-860-8773

\* Formal HMO product names:

Signature = UnitedHealthcare SignatureValue<sup>®</sup>  
 Advantage = UnitedHealthcare SignatureValue Advantage<sup>®</sup>  
 Alliance = UnitedHealthcare SignatureValue Alliance<sup>®</sup>  
 Focus = UnitedHealthcare SignatureValue Focus<sup>®</sup>

