



Small Business Service Support

<p>Broker Employer Service Team</p> <p>Platinum & Gold Brokers please contact your assigned Dedicated Client Service Manager (DCSM).</p>	<p>Phone: 888.842.4571</p> <p>Email: ClientServiceOperations@uhc.com</p> <p><i>Please allow 1 business day for response. If urgent, call 888.842.4571 for immediate assistance.</i></p>	<p>First-level issue resolution, including:</p> <ul style="list-style-type: none"> • Enrollment processing • Billing and Premium payments • Benefit and Claim questions • Commission inquiries • Broker EeS access updates
<p>AOR/Commissions Support</p>	<p>Phone: 888.842.4571</p> <p>Email: agtcomp@uhc.com</p>	<ul style="list-style-type: none"> • AOR changes • Commission questions
<p>Appointment/Credentialing</p>	<p>Phone: 888.842.4571</p> <p>Email: appoint@uhc.com</p>	<ul style="list-style-type: none"> • Producer licensing • Carrier appointment
<p>Employer eServices Helpdesk</p> <p>www.employereservices.com</p>	<p>Phone: 800.651.LINK (5465)</p>	<ul style="list-style-type: none"> • Transaction assistance • Password resets • General site troubleshooting/navigation
<p>Optum Bank</p> <p>www.optumbank.com</p>	<p>Phone: 800.791.9361</p> <p>Email: HSAGroup@optumbank.com</p>	<ul style="list-style-type: none"> • HSA administration for UHC customers • Online setup and site navigation • Contribution support and reporting
<p>UHC Risk Management</p> <p>www.uhctools.com/rm</p>	<p>Phone: 877.504.1179</p> <p>Email: Risk.Management@uhc.com</p>	<ul style="list-style-type: none"> • Eligibility verification • Participation audits
<p>UnitedHealthcare Benefit Services - UHCBS</p> <p>www.uhcservices.com</p>	<p>Phone: 800.318.5311</p> <p>Email: CAC@uhcservices.com</p>	<ul style="list-style-type: none"> • COBRA, FSA and Pre-Tax Premium Service • Service activation and website assistance
<p>United eServices Helpdesk</p> <p>www.unitedeservices.com</p>	<p>Phone: 866.336.9369</p>	<ul style="list-style-type: none"> • Benefit Summaries and SBC's • Broker, Employer and Employee forms • Registration and password resets • General site troubleshooting