



Reminders and information about your renewal

Declination of Coverage

Your company must offer health care coverage to all eligible employees once they have met your group's selected waiting period. If the eligible employee declines to enroll, you must obtain a signed Declination of Coverage form from that employee. Employers must maintain a record of that Declination and be able to produce a copy for us upon request.

Eligibility updates

Please send eligibility changes within 31 days of the qualifying event date. Changes sent after this time period will not be processed. For your convenience, you may submit eligibility via mail, fax or email at the following:

Regular Mail:

P.O. Box 30981
Salt Lake City, UT 84130-0981

Overnight Delivery:

West Region Eligibility
4050 South 500 West
Salt Lake City, UT 84123

Fax: 1-866-372-1316

Email: clientserviceoperations@uhc.com

For questions or inquiries related to eligibility, billing, invoice and premium payments, contact our broker and client services operations team at 1-800-591-9911.

To avoid interruption to service, send payment to the lock box designated on your invoice's remittance page, five days prior to the end of the month. Please do not send checks to Broker and Employer Services.

Confirm your employee eligibility waiting periods

Please confirm your New Hire and Rehire employee eligibility waiting periods. We will no longer allow an employee who is still in their waiting period to begin coverage at your renewal date. If your waiting period no longer reflects the needs of your business, please contact your Renewal Account Consultant to discuss alternatives.

Combined Evidence of Coverage and Disclosure

The Combined Evidence of Coverage and Disclosure (EOC) and Certificate of Coverage (COC) forms contain information regarding the benefits, services, and terms of the plan contract so as to afford the public, subscribers, and enrollees with a full and fair disclosure of the provisions of the Plan. Per statute, prospective and existing subscribers have a right to view the EOC and COC prior to enrollment. Please ensure that the EOC and COC are available to employees prior to enrolling with the Plan. The EOC and COC are included with the Group Subscriber Agreement or are available by contacting the Plan. If you are a California Broker/Employer, please submit your request to casubmit@uhc.com.