

1-100 SMALL BUSINESS CONTACTS

NEW BUSINESS

<p>New Business Sales AE: 1-50 Accounts</p>	<p>Mandi Comer mandi_comer@uhc.com 866.818.4284</p> <p>Mark George mark_a_george@uhc.com 913.802.5604</p>	<p>* Primary Contact for pre-sale questions and issues for Fully Insured and All Savers through installation process. * Once a group is installed contact the Broker Service Line at 888.842.4571</p>
<p>New Business Sales AE: 51-100 Accounts</p>	<p>Wendy Matthews wendy_a_matthews@uhc.com 402.445.5607</p>	

NEW BUSINESS QUOTE / SOLD CASE SUBMISSIONS REQUEST

<p>1-50 Request for Proposals/Quotes/Case Submission</p>	<p>Quote via SAM system; or you can submit proposal requests to centralsub@uhc.com Turnaround times varies depending on time of year.</p>	<p>Refer to the: 1-50 NE/WIA Broker Reference Guide Broker Guide NE WIA 1-50</p>
<p>51-100 Request for Proposals/Quotes/Case Submission</p>	<p>Submit proposal request to your Sales AE wendy_a_matthews@uhc.com Turnaround times varies depending on time of year.</p>	<p>Refer to the: 51-100 NE/WIA Broker Reference Guide Broker Guide NE WIA 51-100</p>

RENEWAL & SERVICE TEAM

<p>Renewals: Existing Fully Insured & All Savers 1-50 Accounts</p>	<p>Renewal Account Executive Amy Mork amy_mork@uhc.com 877.370.1304</p>	<p>Refer to the 1-50 Nebraska/WIA Broker Reference Guide Broker Guide NE WIA 1-50</p>
<p>Renewals Existing Fully Insured & All Savers 51-100 Accounts</p>	<p>Strategic Account Executive Stacey Jackson stacey_r_jackson@uhc.com 402.445.5594</p>	<p>Refer to the 51-100 Nebraska/WIA Broker Reference Guide Broker Guide NE WIA 51-100</p>
<p>DCSM Service Team and GA Service Team</p> <p>1-100 Fully Insured Accounts</p> <p>For All Savers Groups contact All Savers.</p>	<p>As a reminder, UnitedHealthcare has resource to assist you with your service needs. The DCSM Team and GA Service Team is supported by a cross-functional group of experts throughout UnitedHealthcare and devoted to assisting you with your operational and service needs.</p>	<ul style="list-style-type: none"> *Process Enrollment / Enrollment updates *Billing *Eligibility *Claims inquiries *Pharmacy Issues *Plan change corrections *Replacement ID Cards *Group / member terminations and adds *Customer Reinstatements *Missing member package or admin kits *Assist with eServices access *United Benefit Service / UBS *Assistance with status on appeals, pre-determinations, notifications, Gap exceptions and deductible credit reports * Provide COC's

RENEWAL & SERVICE TEAM cont.

<p>Field Account Manager: 1-50 Fully Insured Accounts</p> <p>Field Account Manager: 1-50 All Savers Accounts</p> <p>Field Account Manager: 51-100 FI & AS Accounts</p>	<p>Amy Engler amy_j_engler@uhc.com 402.445.5579</p> <p>Jennifer Donner-Reichel jennifer_donner-reichel@uhc.com 312.453.7165</p> <p>Monica McDonald monica_s_mcdonald@uhc.com 402.445.5558</p>	<ul style="list-style-type: none"> • Oversight of service experience • Execution of Wellness Programs • Education on Tools and Resources • Enrollment Meeting Support
<p>Sales and Service Operations: 1-100 Accounts¹</p>	<p>Sales Operations Manager Cindy Valenti cindy_valenti@uhc.com 402.445.5660</p> <p>Sales Operations Sr. Analyst* Barb Ostronic barbara_l_ostronic@uhc.com 402.445.5471</p>	<ul style="list-style-type: none"> • UHC Broker and Agency Comm Issues*¹ • UHC Broker and Agency Appointments*¹ • UHC AOR's / BOR's, BOB Transfers*¹ • Help with Benefit Summaries and SBC's*¹ • Request Member Enrollment Packets* • Temporary ID Cards*¹ • SAM System Assistance New Business* <p style="text-align: right;">¹ For All Savers Groups – contact All Savers</p>

BROKER RESOURCES

<p>Employer eServices: Website Support (set up, password reset, Help Desk support) Existing Group Administration (enrollments, terms, billing, etc.)</p>	<p>800.651.5465 or www.employereservices.com</p>
<p>United eServices: Quotes, Benefit Summaries & SBC's, Renewals, Commission Statements, Forms, Plan Grids, Monthly News, and broker updates</p>	<p>866.336.9369 or www.unitedeservices.com</p>
<p>Optum Bank (Health Savings Accounts)</p>	<p>800.791.9361</p>
<p>UnitedHealthcare Benefit Services: HRA, FSA, COBRA Administration, Pre-Tax Premium (Self-Administered)</p>	<p>800.318.5311 www.uhceservices.com</p>
<p>Risk Management:</p> <ul style="list-style-type: none"> • Purpose of the Risk Management department is to ensure compliance for our small business clients along with ensuring our SB groups reside in the correct market segment based on their group size. • The request for a completed group audit will go directly to the group roughly 90-120 days prior to their respective renewal date. • We request the group returns the requested audit information quickly to avoid delays in their renewal and possible cancellation of their group policy. • All paperwork should be returned directly to the Risk Management team along with including your Renewal Account Executive. <p>The agent may assist the group in completing this paperwork and often will receive a copy of the requested documents also.</p>	<p>risk.management@uhc.com</p> <p>www.uhc.com/rm Provides access to all members audit information</p>

BINDER CHECK & MONTHLY PAYMENT INFORMATION

- **Binder Checks address**
UHS Premium Billing Box 94017
5505 N Cumberland Ave, Ste 307
Chicago, IL 60656-1471
- **Monthly Premium Payment address**
UnitedHealthcare
Dept. CH 10151
Palatine, IL 60055-0151
- **Payment by phone**
888.842.4571

RESOURCES FOR MEMBERS

Customer Service – Advocate4Me

- Claims
- Benefit questions
- Prior notification
- Pharmacy- Optum RX
- United Behavioral Health –mental health/chemical dependency
- EAP
- Symptom Support and Triage

- Refer to the phone number on the back of your identification card or logon to www.myuhc.com

Claims Address

- Medical paper claim submissions - UnitedHealthcare, PO Box 740800, Atlanta, GA 30374-0800
- Dental Paper Claim Submissions - UHC Dental, PO Box 3067, Salt Lake City, UT 84130
- Vision Paper Claim Submissions - UHC Vision Claims Dept. PO Box 30978, Salt Lake City, UT 84130
- Optum Rx Claim Submissions - Optum, PO Box 29044, Hot Springs, AR 71903

OTHER HELPFUL WEBSITES

- Member-specific information including claims, benefits, wellness, and provider location - www.myuhc.com
- Prospective group/member information including provider locator - www.welcometouhc.com
- Vision benefit information and Provider locator for prospective/current/existing members - www.myuhcvision.com