

# United HealthCare Frequently Asked Questions

QUESTIONS	ANSWERS
<b>How do members access care prior to receiving ID cards?</b>	Providers may call 866-633-2446 to verify eligibility and benefits. *Enrollment in Carriers system must be completed otherwise member can pay for service and submit a claim for reimbursement*
<b>When will ID cards be mailed and who are they mailed to?</b>	ID cards will be mailed to the member's home within 7-10 working days from when the group implementation is completed.
<b>What if the information on the IDcard is wrong?</b>	Call the number on the back of your ID card.
<b>How can I get a temporary ID card?</b>	Members can register for online access (see below) and print a temporary card. Or go to <a href="http://www.myuhc.com">www.myuhc.com</a> . Or, Download the free Health4Me mobile app.
<b>Urgent care/emergency before enrollee has their ID card</b>	The member may be expected to make a good-faith payment before they are loaded into the system. Please keep your receipt(s) to submit for reimbursement with the claim form.
<b>Can enrollee get medication before they receive their IDcard?</b>	If eligibility cannot be verified, the pharmacy will require payment in full. Please keep your receipts to receive reimbursement in one of two ways: <ol style="list-style-type: none"> <li>1. Call your pharmacy and ask if they can view your new coverage. If so, return with your receipt(s) within a reasonable time frame (commonly 72 hours but policies will vary) and request reimbursement per your plan benefit; or</li> <li>2. Submit a paper claim</li> </ol> When eligibility can be verified - provide your pharmacy with the following: SSN, RX BIN 610279, PCN 9999
<b>ID alpha prefix</b>	**Only on All Savers 5400**
<b>Where should the group send future employee applications and terminations?</b>	Online via Employer eServices Email: <a href="mailto:clientserviceoperations@uhc.com">clientserviceoperations@uhc.com</a>
<b>When will the client receive their first bill?</b>	The first bill will generate automatically upon completion of group implementation. Future bills generate approximately the 10th of the month. The binder check may not be reflected on the first bill.
<b>Payment options</b>	Mail: United Healthcare Dept. CH 10151 Palatine, IL 60055-0151 Options are available online for one time or recurring. See below for employer eServices info. Pay-by-phone: 888-842-4571
CONTACT INFORMATION	
<b>Member services</b>	Refer members to the number on the back of their ID card: Phone: 866-633-2446
<b>Billing and enrollment</b>	<a href="mailto:clientserviceoperations@uhc.com">clientserviceoperations@uhc.com</a>
<b>Pharmacy customer service</b>	Refer members to the number on the back of their ID card: Phone: 866-633-2446

Information is believed to be current as of the last update and is subject to change. The accuracy of this information is not guaranteed. Last updated on 4/2/21.

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ONLINE RESOURCES	
<b>Employers</b>	Employer eServices allows you to manage eligibility, make changes, and pay bills online. When a group is installed, UHC automatically creates a username and password for the contact person. The group contact will get 2 emails; one with the login and one with the password. They can then utilize the employer portal via <a href="http://www.employereservices.com">www.employereservices.com</a> Need help? Call 800-651-5465
<b>Members</b>	<a href="http://www.myuhc.com">www.myuhc.com</a> Click on "Register Now" and follow the prompts. You may register with your SSN or your member ID number. Need help? Call 800-357-0978
<b>Provider check</b>	Look up doctors and prescription drug lists. <a href="http://www.uhc.com">www.uhc.com</a>

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