

FAQ

UNITED HEALTHCARE of CO

Carrier Contact Information

Membership Services:
(800) 842-8000

Membership Fax:
(866) 372-1316

Dental Services:
(800) 445-9090

Vision Services:
(800) 638-3120

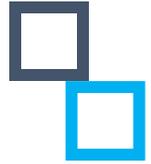
Life Claims:
(888) 299-2070

Pharmacy Information

See phone number on the back of your ID card.

E M P L O Y E E

Important Information to Get You Started



Create your online account:

Go to www.myuhc.com or use the UnitedHealthcare [mobile app](#).

Once you sign up, you can securely access time-saving tools and resources to manage your health.

Once you register, you'll be able to:

- Print temporary member ID cards (member will receive a separate card for medical & dental, if they want a vision card they will need to print one from the portal).
- Check past and current statements and claim status
- Review eligibility and look up benefits
- Find a hospital or doctor
- Compare hospitals in quality and cost at the procedure level
- Chat with a nurse online in real-time

Accessing coverage before your member number is received:

If a member needs medical services prior to receiving their member number, the following will apply:

- Members can print a temporary ID card at www.myuhc.com.
- The employer can request a temporary ID card on behalf of PPO employees at www.UHCEServices.com. The option to print HMO cards by the employer is not available.
- Provider may be willing to hold off on billing to avoid having to reprocess the claim.

Please allow additional days after receipt of approval letter for members to be active before attempting to verify eligibility.

Accessing prescription refills if your member number is not available:

Try to refill maintenance prescriptions prior to the end date of the existing coverage. If members need to fill prescriptions prior to receiving their ID cards, they may be required to pay out of pocket and submit a claim for reimbursement.

The pharmacy may be willing to dispense just enough medication to hold you over until your new ID number is generated.

Helpful Resources :

[Medical Claim Form](#)

[Prescription Claim Form](#)

[Member Welcome Brochure](#)

[Dispatch Health](#)

[Virtual Visits](#)

[Rewards Member Flier – Core](#)

[Rewards Member Flier - Premium](#)