



UnitedHealthcare Specialty Benefits Life and Disability Contact List

TOPIC	CONTACT
<p>Account Management</p> <ul style="list-style-type: none"> ◆ Overall Account Responsibility ◆ Plan Design Changes ◆ Experience and Plan Renewal ◆ Reporting 	<p>Devereux Corlett National Account Manager</p> <p>Email: devereux_corlett@uhc.com</p> <p>Phone number: (925) 363 6528 Fax number : (414) 231 8633</p> <p>United Healthcare Specialty Benefits 2300 Clayton Road, Suite 1000 Concord, CA 94520</p>
<p>Day to Day Service Questions</p> <ul style="list-style-type: none"> ◆ Enrollment /Eligibility Issues ◆ Benefit Questions ◆ Premium Questions ◆ Escalated service-related issues or requests ◆ Schedule A data 	<p>Jackie Cienfuegos Service Manager</p> <p>Email: jacqueline_cienfuegos@uhc.com</p> <p>Phone number: (925) 363 6081 Fax number : (414) 918 3445</p> <p>United Healthcare Specialty Benefits 2300 Clayton Road, Suite 1000 Concord, CA 94520</p> <p>Customer Service: (888) 299-2070 Life and Disability Claims (located in ME)</p> <p>Employer Services (888) 866-3192 General questions on Life contracts, eligibility, etc. (If can't answer question, will expedite to claims, billing, account management, etc.)</p>
<p>Life Insurance Conversion</p> <ul style="list-style-type: none"> ◆ Request for Quote ◆ Application for Conversion of Basic and Supplemental Term Life to Whole Life 	<p>Phone: (888) 999-4767 Fax: (978) 762-4767</p> <p>HRMP Life Conversion Facility 5 Hutchinson Drive Danvers, MA 01923</p>
<p>Supplemental Life Insurance Portability</p> <ul style="list-style-type: none"> ◆ Application for Continuation of Supplemental Term Life upon termination of employment 	<p>Phone (877) 683-8601</p> <p>UnitedHealthcare Specialty Benefits Group Medical Underwriting Services P.O. Box 17829 Portland, ME 04112</p>

TOPIC	CONTACT
<p>Medical Underwriting (Supp. Life Insurance):</p> <ul style="list-style-type: none"> ◆ For employees who elect supplemental life (for themselves or their spouse) in excess of the guaranteed issue limits ◆ For employees who enroll for supplemental life (for themselves, their spouse or child) or who enroll in Voluntary STD/LTD more than 31 days after first becoming eligible ◆ For any elected increase in supplemental life insurance coverage (for the employee, spouse or dependent children) 	<p>Phone (866) 615-8727 (press 3) Fax (866) 837-7478 E-mail EOI_underwriting@uhc.com</p> <p>UnitedHealthcare Specialty Benefits Group Medical Underwriting Services P.O. Box 17829 Portland, ME 04112</p>
<p>Disability Claims</p> <ul style="list-style-type: none"> ◆ STD and LTD claim adjudication & ongoing case management ◆ Life Waiver of Premium Intake ◆ Claim questions ◆ Appeals ◆ W-2's 	<p>Phone (888) 299-2070 (press 2) Fax (888) 505-8550</p> <p>UnitedHealthcare Specialty Benefits P.O. Box 7466 Portland, ME 04112-7466</p>
<p>Life and AD&D Claims</p> <ul style="list-style-type: none"> ◆ Life and AD&D Claim Services ◆ Accelerated Death (Terminal Illness) Claims ◆ Waiver of Premium Claim Processing 	<p>Phone (888) 299-2070 (press 3) e-Fax (800) 980-0298</p> <p>UnitedHealthcare Specialty Benefits P.O. Box 7149 Portland, ME 04112-7149</p>
<p>Premium Administration</p> <ul style="list-style-type: none"> ◆ Premium payments made by check, made payable to "UnitedHealthcare Specialty Benefits" 	<p>eBill Online www.myUHCspecialtybenefits.com Phone (866) 322-1210 e-Fax (414) 918-3493 E-mail Life_Billing@uhc.com</p> <p>UnitedHealthcare Specialty Benefits P.O. Box 2485 Carol Stream, IL 60132-2485</p> <p><i>Overnight Payments ONLY:</i> UnitedHealthcare Specialty Benefits 2485 c/o Citibank Lockbox Operations 8430 W. Bryn Mawr Avenue – 3rd Floor Chicago, IL 60631</p>

UnitedHealthcare Specialty Benefits's Online Employer Portal

- ◆ UnitedHealthcare Specialty Benefits eBill
- ◆ Online Forms
- ◆ Evidence of Insurability Processing Status
- ◆ Life Paid/Pending Claim Status
- ◆ Life Waiver of Premium Claim Status

Website www.myUHCspecialtybenefits.com
then Employers > Life and Disability

Technical Support (866) 322-1210, Prompt 2

Access is only available using a UnitedHealthcare Specialty Benefits-assigned log-on ID and your secure password.