

Member Contact Information

Benefit Solutions, Inc. (BSI) Customer Service			
Phone (toll-free): 877-694-8291 Benefit Solutions, Inc. PO Box 6 Mukilteo, WA 98275 Fax: 866-867-2752 E-mail: agc@bsitpa.com		<ul style="list-style-type: none"> Billing Questions Eligibility Questions Employee Enrollments COBRA & CDHP Administration Customer Service 	
Medical/RX/Life Customer Service - "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 800-357-0978 <u>Mon-Fri: 8am to 8pm (Eastern)</u> Website: www.myuhc.com United Healthcare, Attn: Claims PO Box 30555 Salt Lake City, UT 84130 Fax: 801-567-5499 OptumRx Customer Service (toll-free): 800-788-7871		<ul style="list-style-type: none"> Claim & Benefit Questions Verify Eligibility Request ID Cards Physician Verification Prescription Administration Care24 (Employee Assistance Program) 	
United Behavioral Health - "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 800-557-5745 Website: www.liveandworkwell.com <u>Mon-Fri: 8am to 5pm (Central)</u>		<ul style="list-style-type: none"> Provides free, confidential online access to member's benefits, including tools, information and resources to help enhance member's health, work and life 	
Employee Assistance Program/Care24 - "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 888-887-4114 Website: www.myuhc.com <ul style="list-style-type: none"> Nurse Line (prompt 2), Hours: 24/7 Counselor (prompt 3), Hours: 24/7 Legal (prompt 4), Hours: 6am to 6pm (Pacific) 		Employer support available: <ul style="list-style-type: none"> Management Consultations Critical Incident Stress Management Onsite Wellness, Health and Well-Being Training 	Employee support available: <ul style="list-style-type: none"> Registered Nurse Assistance Master's Level Counselors Legal/Financial Assistance Health Information Library
Provider Search: members will need to select United Healthcare Core at: https://www.providerlookuponline.com/UHC/po7/Search.aspx			
Dental Customer Service Policy 751752 (Member ID = SS #) – "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 800-547-9515 Website: www.standard.com <u>Mon-Fri: 5am to 10pm (PST)</u> Claim Submission Address: Group Claim Office PO Box 82622 Lincoln, NE 68501 Fax: 402-467-7336 Dentist Electronic Submittal Payor #93024		<ul style="list-style-type: none"> Separate ID Card Produced Claim Questions Benefit Questions Verify Eligibility Physician Verification Notification of Upcoming Service Pre-Service Payment Estimate 	
Provider Search: http://ameritas-dental.prismisp.com/			
Vision Customer Service Policy 160-751752 (Member ID = SS #) – "AGC Health Trust Alaska" is the Group			
VSP Signature	EyeMed	Balanced Care (Vision Reimbursement Plan)	<ul style="list-style-type: none"> Claim Questions Benefit Questions Verify Eligibility Physician Verification Notification of Upcoming Service Pre-Service Payment Estimate
Phone (toll-free): 800-877-7195 Website: www.vsp.com <u>Mon-Fri: 5am to 7pm (PST)</u> Out of Network Claim Submission: VSP PO Box 997105 Sacramento, CA 95899-7105 Locate a provider: www.standard.com/services Network: Signature	Phone (toll-free): 866-289-0614 Website: www.eyemedvisioncare.com <u>Mon-Fri: 8am to 11pm (PST)</u> Claim Submission Address: EyeMed Vision Care Attn: OON Claims PO Box 8504 Mason, OH 45040-7111 www.standard.com/services Network: EyeMed	Phone (toll-free): 800-547-9515 Website: www.standard.com <u>Mon-Fri: 5am to 10pm (PST)</u> Claim Submission Address: Employee Benefits PO Box 82622 Lincoln, NE 68501 Fax: 402-467-7336 Requires pre-payment and reimbursement	

