

# 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: <a href="mailto:agc@bsitpa.com">agc@bsitpa.com</a>		<ul style="list-style-type: none"> <li>Billing Questions</li> <li>Eligibility Questions</li> <li>Employee Enrollments</li> <li>COBRA &amp; CDHP Administration</li> <li>Customer Service</li> </ul>	
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: <a href="http://www.myuhc.com">www.myuhc.com</a> 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"> <li>Claim &amp; Benefit Questions</li> <li>Verify Eligibility</li> <li>Request ID Cards</li> <li>Physician Verification</li> <li>Prescription Administration</li> <li>Care24 (Employee Assistance Program)</li> </ul> 	
United Behavioral Health - "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 800-557-5745 Website: <a href="http://www.liveandworkwell.com">www.liveandworkwell.com</a> <u>Mon-Fri: 8am to 5pm (Central)</u>		<ul style="list-style-type: none"> <li>Provides free, confidential online access to member's benefits, including tools, information and resources to help enhance member's health, work and life</li> </ul>	
Employee Assistance Program/Care24 - "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 888-887-4114 Website: <a href="http://www.myuhc.com">www.myuhc.com</a> <ul style="list-style-type: none"> <li>Nurse Line (prompt 2), Hours: 24/7</li> <li>Counselor (prompt 3), Hours: 24/7</li> <li>Legal (prompt 4), Hours: 6am to 6pm (Pacific)</li> </ul>		Employer support available: <ul style="list-style-type: none"> <li>Management Consultations</li> <li>Critical Incident Stress Management</li> <li>Onsite Wellness, Health and Well-Being Training</li> </ul>	Employee support available: <ul style="list-style-type: none"> <li>Registered Nurse Assistance</li> <li>Master's Level Counselors</li> <li>Legal/Financial Assistance</li> <li>Health Information Library</li> </ul>
Provider Search: members will need to select <b>United Healthcare Core</b> at: <a href="https://www.providerlookuponline.com/UHC/po7/Search.aspx">https://www.providerlookuponline.com/UHC/po7/Search.aspx</a>			
Dental Customer Service Policy 751752 (Member ID = SS #) – "AGC Health Trust Alaska" is the Group			
Phone (toll-free): 800-547-9515 Website: <a href="http://www.standard.com">www.standard.com</a> <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"> <li>Separate ID Card Produced</li> <li>Claim Questions</li> <li>Benefit Questions</li> <li>Verify Eligibility</li> <li>Physician Verification</li> <li>Notification of Upcoming Service</li> <li>Pre-Service Payment Estimate</li> </ul> 	
Provider Search: <a href="http://ameritas-dental.prismisp.com/">http://ameritas-dental.prismisp.com/</a>			
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"> <li>Claim Questions</li> <li>Benefit Questions</li> <li>Verify Eligibility</li> <li>Physician Verification</li> <li>Notification of Upcoming Service</li> <li>Pre-Service Payment Estimate</li> </ul>
Phone (toll-free): 800-877-7195 Website: <a href="http://www.vsp.com">www.vsp.com</a> <u>Mon-Fri: 5am to 7pm (PST)</u> Out of Network Claim Submission: VSP PO Box 997105 Sacramento, CA 95899-7105 Locate a provider: <a href="http://www.standard.com/services">www.standard.com/services</a> Network: Signature	Phone (toll-free): 866-289-0614 Website: <a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a> <u>Mon-Fri: 8am to 11pm (PST)</u> Claim Submission Address: EyeMed Vision Care Attn: OON Claims PO Box 8504 Mason, OH 45040-7111 <a href="http://www.standard.com/services">www.standard.com/services</a> Network: EyeMed	Phone (toll-free): 800-547-9515 Website: <a href="http://www.standard.com">www.standard.com</a> <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	

