



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"> <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 Washington" 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 Washington" 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 Washington" 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>	<table border="0"> <tr> <td>Employer support available:</td> <td>Employee support available:</td> </tr> <tr> <td> <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> </td> <td> <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> </td> </tr> </table>	Employer support available:	Employee 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>	<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>
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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 Washington" 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 Washington" is the Group					
<table border="1"> <thead> <tr> <th style="background-color: #42a5f5; color: white;">VSP Choice</th> </tr> </thead> <tbody> <tr> <td>               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: Choice             </td> </tr> </tbody> </table>	VSP Choice	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: Choice	<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>		
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