

# Surest health plan helpful resources.



## Network

UnitedHealthcare Choice Plus • Select • Options PPO • Optum Behavioral Health

**Contracted with UnitedHealthcare and Optum networks? You're in-network for Surest members.**

## Details

Surest is UnitedHealthcare's fastest-growing employer-sponsored health plan, available nationwide to those with 51+ employees.

## Care types

Surest has two plan designs: Surest and Surest Flex (including flexible coverage). For Surest Flex only, members **must** activate coverage for a limited number of procedures at least three business days in advance — coverage is good for 120 days following activation. **Important:** If coverage is not activated, the claim(s) will be denied. Verify member coverage and confirm they have activated at 1-844-368-6661.

Scan the QR code for a sample list of flexible coverages



Where do provider claim reconsiderations go?



## How to submit claims

- Add Surest payer ID number into systems
- Payer ID 25463 or P.O. Box 211758, Eagan, MN 55121
- Include rendering address if different from billing
- Submit claims with subscriber information

## How to file a clinical appeal

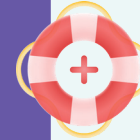
If you are a provider filing a clinical appeal (for prior authorization or other), you can:

### Mail:

UHC Appeals-UHSS  
P.O. Box 400046  
San Antonio, TX 78229

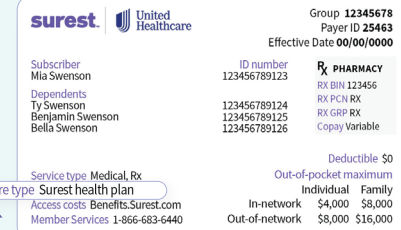
**Fax:** 1-888-615-6584

**Phone:** 1-800-808-4424 ext. 15227



## What to look for on a Surest ID card:

Cards may look different depending on employer and member address.\*



Care type field denotes the plan type, the Surest health plan or Surest Flex.

Payer ID and claim mailing address | Network and provider resources (may depend on provider location) | Pharmacy type and contact information

<p><b>Claims</b></p> <p><b>Surest</b> Payer ID <b>25463</b> Surest P.O. Box 211758 Eagan, MN 55121 <b>Claims will only be accepted at the above Payer ID or address.</b></p>	<p><b>Networks</b></p> <p>UnitedHealthcare® Choice Plus Network <b>Provider Portal</b> UHCprovider.com <b>Provider Help/Eligibility</b> 1-844-368-6661 <b>PreCert</b> 1-877-237-0006</p>	<p><b>Pharmacy</b></p> <p><b>Rx PHARMACY</b> <b>Pharmacy Name</b> P.O. Box 123 Anytown, USA 12345-9999 <b>Pharmacies/Prescribers</b> 1-855-123-4567</p>
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This card does not guarantee coverage.

\*Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

## Helpful resources

- Eligibility and benefits: UHCprovider.com or call 1-844-368-6661
- Prior authorization and advance notifications: submit requests through UHCprovider.com or call 1-877-237-0006 for confirmation

Download the Surest Provider Guide.

