

# FedEx benefits transition

## Frequently asked questions

### Overview

Starting Jan. 1, 2024, we'll provide benefits for FedEx employees nationwide (except HI). This change may affect your practice because, as a result of the transition from their current plans, you may see an increase of UnitedHealthcare patients.

These patients may have access to plans and benefits you may not be familiar with, including:

- **UnitedHealthcare traditional health plan offerings**
- **Optum Behavioral Health**
- **Optum Pharmacy** and **Optum Specialty Pharmacy**
- **Surest** (Your Choice)
- **Level2** (aka Type 2 Diabetes Plan, a plan designed to support the unique needs of patients with type 2 diabetes)

You can learn more about our products at [UHCprovider.com](https://UHCprovider.com).

### Frequently asked questions

#### **Where do I submit claims and prior authorizations for these plans and benefits?**

For all of these plans and benefits, except Surest, you can use the UnitedHealthcare Provider Portal to submit claims and prior authorization requests, access items in Document Library, check eligibility and benefits and more. Surest claims cannot be submitted through UHCprovider.com at this time, but can be electronically to the Payer ID 25463 or to P.O. Box 211758, Eagan, MN 55121. Go to [UHCprovider.com/access](https://UHCprovider.com/access) to set up a One Healthcare ID and get started. To learn more about registration, click [here](#).

To access training for the UnitedHealthcare Provider Portal, visit [UHCprovider.com/training](https://UHCprovider.com/training) and select the Digital Solutions category.

#### **When will FedEx employees receive their new member ID cards?**

We'll send these members their new ID cards in December.

## Is there anything special my practice needs to know to prepare for these new patients, or for existing patients who may be switching plans?

Your practice may already be familiar with most of our UnitedHealthcare plans; however, there are a few plans or benefits that may be new to you. In the next section, you'll find more information about Surest and Level2. Please familiarize yourself with these 2 offerings to help ensure a smooth transition for these patients.

## Surest

Surest, formerly known as Bind, is a UnitedHealthcare company. If you are a participating health care professional for UnitedHealthcare commercial plans, you automatically participate in our Surest plans. Services you provide to Surest customers are reimbursed according to your UnitedHealthcare participation agreement's commercial payment appendix.

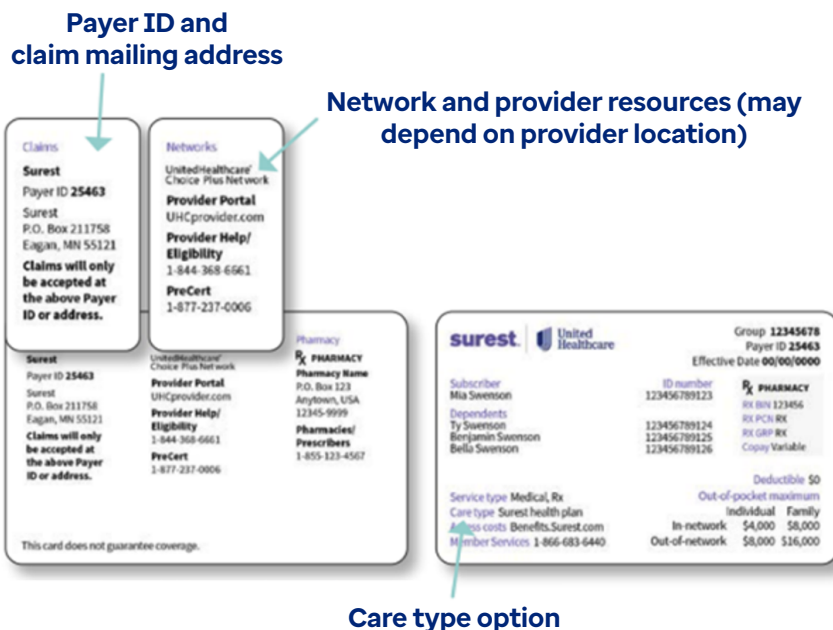
## What do the Surest ID cards look like?



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

## Is there anything special I should look for on the Surest ID card?

To submit claims, make sure to look for the Surest payer ID for on the member's card. **If you use the UnitedHealthcare payer ID, there will be errors in the claim process, and we may not pay the claims.** Here's where you can find the Surest payer ID:



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

## **Do Surest health plans require advance notification or prior authorization?**

Yes. Our advance notification and prior authorization requirements generally apply to Surest plans for most services.

To request a prior authorization, go to [UHCprovider.com](https://UHCprovider.com) and sign in to the [UnitedHealthcare Provider Portal](#) or call **877-237-0006**.

## **Do patients with Surest plans know the amount they're responsible for at the time of service?**

Yes. Patients with Surest plans can see their costs prior to the appointment.

## **How do I know what to collect at the time of service for patients with Surest plans?**

You can find out what information you need to collect by doing one of the following:

- Visit [UHCprovider.com](https://UHCprovider.com) and do an advanced 270/271 transaction. There will be a guide to outline the requirements on the 270.
- Connect to the API on the UHC Marketplace
- Call Provider Services at **844-368-6661**. They can help guide you through the process.

## **Questions about Surest?**

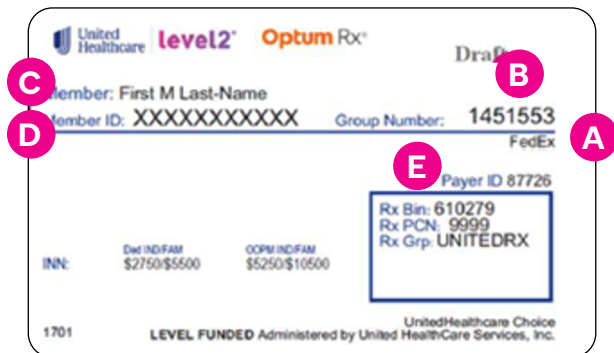
Learn more about Surest, including how to submit claims, on our [Surest web page](#). For general questions, visit [Surest.com/providers](https://Surest.com/providers) or call **844-368-6661**.

## **Level2**

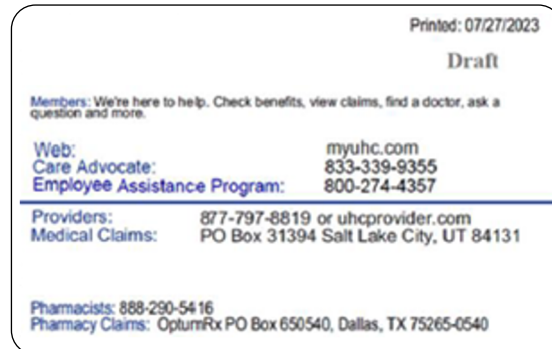
Level2 is a plan that accesses the UnitedHealthcare Choice Network and is designed to address the unique needs and opportunities of people living with type 2 diabetes. Employers that participate in commercial ASO plans have the option of adding Level2 as an additional health plan offering.

## How do I know if a patient is in the Type 2 Diabetes Plan?

Here's an example of what the ID cards will look like for FedEx employees with a Type 2 Diabetes Plan:



- A. Company name
- B. Policy and Group number
- C. Subscriber name and covered dependents
- D. Subscriber ID
- E. Payer ID
- F. Claim submission information and address
- G. Pharmacy benefits provider and information



Providers: 877-797-8819 or uhcprovider.com  
Medical Claims: PO Box 31394 Salt Lake City, UT 84131

Pharmacists: 888-290-5416  
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

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

## Where can I learn more about Level2?

You can get more information by visiting the [Level2 website](#) or calling 877-797-8819.

## Questions?

If you have general questions about anything not covered in this frequently asked questions, you can chat with a live advocate 7 a.m.-7 p.m. CT from the UnitedHealthcare Provider Portal [Contact Us](#) page.