






# Questions?

## Our teams are here to help.

We know that health care can be complicated. That is why we have the right people ready to help answer your questions and provide guidance. To help you get the quickest support, it is important to know where to go for answers.



Who can help	Areas of support	How to contact	Availability
 <b>Your Online Member Account</b>	<ul style="list-style-type: none"><li>• View and order new member cards</li><li>• Access benefits and claims</li><li>• Get personalized results in the Find a Doctor and Estimate Medical Costs tools</li><li>• And more!</li></ul>	Log in or create your account at <a href="https://UniveraHealthcare.com/Login">UniveraHealthcare.com/Login</a>	24/7
 <b>Contact Us Webpage</b>	<ul style="list-style-type: none"><li>• Ways to contact us</li><li>• Answers to Frequently Asked Questions (FAQs)</li><li>• The basics of how health insurance plans work</li><li>• Definitions of common health care terms in our Glossary</li></ul>	Visit <a href="https://UniveraHealthcare.com/Contact">UniveraHealthcare.com/Contact</a>	24/7
 <b>Customer Care</b>	<ul style="list-style-type: none"><li>• Understanding your benefits and coverage</li><li>• Medical and prescription drug claims questions or issues</li><li>• Deductible and out-of-pocket maximum balances</li><li>• Prior Authorization questions</li><li>• Connection to additional resources to meet your health needs</li><li>• Appeals and grievances</li><li>• And more!</li></ul>	<ul style="list-style-type: none"><li>• Call the number on the back of your member card for personalized help.</li><li>• Or call 1-877-253-4797 (TTY 711)</li></ul>	Monday through Thursday: 8 a.m. to 9 p.m.  Friday: 9 a.m. to 9 p.m.  Saturday: 9 a.m. to 1 p.m.
 <b>Web Help Desk</b>	Technical website issues, including problems with your online member account	<ul style="list-style-type: none"><li>• To retrieve your username or reset your password, visit <a href="https://UniveraHealthcare.com/Login">UniveraHealthcare.com/Login</a> and select the "Forgot Username?" and "Forgot Password?" links.</li><li>• For all other technical website issues, call 1-800-278-1247</li></ul>	Monday through Thursday: 8 a.m. to 4:30 p.m.  Friday: 9 a.m. to 4:30 p.m.
 <b>Your Employer</b>	Some things need to be handled by your employer. Reach out to your Human Resources or benefits manager for: <ul style="list-style-type: none"><li>• Demographic changes (address changes, birth date issues, etc.)</li><li>• Adding or removing dependents</li><li>• Plan changes</li></ul>		