

Plan Enhancement

Dedicated Senior Level Customer Advocate | 1-800-980-2965, Press option #2

Provider List Issues/Out-of-Network Claims

How Does It Work?

Members that are having an issue with their provider not being in-network can call this dedicated customer advocate to ensure special assistance in receiving the highest level of reimbursement allowed.

1. Who is eligible?

Retirees, their spouses and unmarried children (up to age 19 or 25 if a full time student). Handicapped children are eligible regardless of age. As a surviving spouse, you must enroll in the plan through the normal enrollment process. However, you must complete a new enrollment form and submit it to State Insurance Services at the address below.

Member must notify State Insurance Services by mail or fax when dependents no longer meet eligibility requirements. Mailing address: State Insurance Services, P.O. Box 30397, Raleigh, NC 27622 or Fax: 1-919-571-0920

2. How do I verify my eligible benefits and plan coverage?

To view your certificate of coverage (plan document), please visit the SIS Web site at: www.stateinsservices.com.

3. How do I identify myself as a UnitedHealthcare Vision member utilizing a network provider?

When contacting a network provider to make your appointment, simply give the provider the subscriber's unique identification number, the patient's name and date of birth, and identify yourself as a member of the UnitedHealthcare Vision Plan. The network provider will verify your eligibility and coverage with UnitedHealthcare Vision prior to your scheduled appointment.

4. Am I limited in the kind of frames I can choose?

No, when you visit a UnitedHealthcare Vision in-network provider your plan allowance applies to any frame available.

5. Are the UnitedHealthcare Vision in-network providers the same as our previous vendor?

(a) No, to verify if your provider participates with UnitedHealthcare Vision, ask your provider or contact UnitedHealthcare Vision at 1-800-980-2965 before services are performed.

(b) You may nominate your provider by calling UnitedHealthcare Vision. A customer service representative will ask you for the provider's name, address and telephone number. UnitedHealthcare Vision will contact your provider. You may also visit the UnitedHealthcare Vision Web site at www.myuhcvision.com and complete a Provider Nomination Form.

6. My provider is not in your network, but was in the last vendor's network. I have used my doctor for a long time and I don't want to change doctors. What can I do?

The customer advocate has been created to ensure customer satisfaction and reimbursement to the highest amount allowed. This dedicated representative is available Monday through Friday from 8:00 a.m. to 4:30 p.m. (Refer to box at top of page)

7. How do I file my out-of-network claims?

For all out-of-network claims you will need to send your itemized receipts, with the primary insured's unique identification number, and the patient's name and date of birth to:

UnitedHealthcare Vision
P.O. Box 30978
Salt Lake City, UT 84130

You do not need a claim form to submit receipts for reimbursement.

Options available to members that seek services using an out-of-network provider (Refer to box at top of page):

To ensure that members who visit an out-of-network provider are compensated at the highest level of reimbursement allowed, please call 1-800-980-2965, press #2 and our Dedicated Senior Level Customer Advocate will answer any questions and review your claims. The dedicated representative is available Monday through Friday 8:00 a.m. to 4:30 p.m.

Listed below is just some of the information you can find and utilize on UnitedHealthcare Vision's Web site:

- UnitedHealthcare Vision Web site www.myuhcvision.com
- Look up network providers for current and future members
- View eligibility, benefits summary, claim information and Provider nomination form

Vision questions? Call UnitedHealthcare Vision 1-800-980-2965 | Fax: 1-248-733-6060

Monday through Friday from 8 a.m. to 11 p.m. | Saturday from 9 a.m. to 5:30 p.m. | www.myuhcvision.com

Arranged by:

State Insurance Services, Inc. | P.O. Box 30397 | Raleigh, NC 27622 | 1-800-462-7864 | www.stateinsservices.com | Fax 919-571-0920

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