

# 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?

Here's an example of the Surest ID cards:

**Subscriber**  
Mia Swenson

**Service type** Medical  
**Care type** Your Choice

**Dependents**  
John Sample 1234567890  
Samantha Sample 1234567890  
Katie Sample 1234567890

**ID number**  
123456789123

**ID number**  
SAMPL123456  
SAMPL123456  
SAMPL123456

**Group** 12345678  
**Payer ID** 25463  
**Copay** Variable  
**Deductible** \$0


**Out-of-pocket maximum**

	Individual	Family
In-network	\$4,000	\$8,000
Out-of-network	\$8,000	\$16,000

Self-insured coverage

**Medical Claims**  
**Payer ID** 25463  
**Surest**  
P.O. Box 211758  
Eagan, MN 55121

**Providers**  
**UnitedHealthcare® Choice Network**  
**Provider portal** UHCprovider.com  
**Provider help/eligibility** 844-368-6661  
**PreCert** 877-237-0006



**Members** We're here to help at **choosewell.fedex.com** or 833-339-9355. To check coverage & copays, view claims, or find a doctor use the Surest app or website.  
**Employee assistance program** 800-274-4357

surest.com

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:

**Payer ID and claim mailing address**

**Claims**

**Surest**  
**Payer ID 25463**  
Surest  
P.O. Box 211758  
Eagan, MN 55121  
**Claims will only be accepted at the above Payer ID or address.**

**Network and provider resources (may depend on provider location)**

**Networks**  
UnitedHealthcare® Choice Plus Network

**Provider Portal**  
UHCprovider.com

**Provider Help/Eligibility**  
1-844-368-6661

**PreCert**  
1-877-237-0006

**Surest**  
**Payer ID 25463**  
Surest  
P.O. Box 211758  
Eagan, MN 55121  
**Claims will only be accepted at the above Payer ID or address.**

This card does not guarantee coverage.


**UnitedHealthcare® Choice Plus Network**

**Provider Portal**  
UHCprovider.com

**Provider Help/Eligibility**  
1-844-368-6661

**PreCert**  
1-877-237-0006

**Pharmacy**  
**Rx PHARMACY**  
**Pharmacy Name**  
P.O. Box 123  
Anytown, USA  
12345-9999  
**Pharmacies/Prescribers**  
1-855-123-4567




**Group 12345678**  
**Payer ID 25463**  
**Effective Date 00/00/0000**

**Subscriber**  
Mia Swenson

**Dependents**  
Ty Swenson  
Benjamin Swenson  
Bella Swenson

**ID number**  
123456789123  
123456789124  
123456789125  
123456789126

**Rx PHARMACY**  
RX BIN 123456  
RX PCN RX  
RX GRP RX  
Copay Variable

**Deductible** \$0

**Out-of-pocket maximum**

	Individual	Family
In-network	\$4,000	\$8,000
Out-of-network	\$8,000	\$16,000

**Service type** Medical, Rx  
**Care type** Surest health plan  
**Access costs** Benefits.Surest.com  
**Member Services** 1-866-683-6440

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

Care type option

## 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:

**Member ID Card (Left):**

- United Healthcare **level2\*** Optum Rx®
- Member: First M Last-Name
- Member ID: XXXXXXXXXXXX
- Group Number: 1451553
- FedEx
- Payer ID 87726
- Rx Bin: 610279
- Rx PCN: 9999
- Rx Grp: UNITEDRX
- INN: Dwl IND/FAM \$2750/\$5500 OCPM IND/FAM \$5250/\$10500
- 1701
- LEVEL FUNDED Administered by United HealthCare Services, Inc.
- UnitedHealthcare Choice

**Member Information (Right):**

- Printed: 07/27/2023
- Draft
- Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more.
- Web: myuhc.com
- Care Advocate: 833-339-9355
- Employee Assistance Program: 800-274-4357
- 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

**Legend:**

- 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

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.