

Checklist for FedEx transition

On Jan. 1, 2024, we'll be providing plans and benefits for FedEx employees nationwide.* This means FedEx employees will have access to the following:

- UnitedHealthcare products
- Surest (Your Choice) plans
- Level2 (Type II diabetes plan)
- Optum behavioral health
- Optum pharmacy solutions

Remember, since you're in network with UnitedHealthcare, you're automatically in network with Surest and Level2 plans.

We've put together this checklist to prepare you and your staff for the potential increase in your patients switching to these plans. Please be sure to review and check off the following items:



Review UnitedHealthcare plans, benefits and resources

- [UnitedHealthcare Provider Portal resources](#)
- [UnitedHealthcare Administrative Guide](#)
- [Surest overview](#)
- [Level2 overview](#)



Review Optum benefits

- [Optum behavioral health](#)
- [Optum pharmacy](#) and [Optum specialty pharmacy](#)



Familiarize yourself with the new member ID cards. We'll share the final ID cards and membership breakdown by market when that information becomes available.



Review trainings available to you

- [Interactive guide for Surest](#)
- [Interactive guide for Level2](#)

*Plan availability varies by state. Coverage is not available in HI and Puerto Rico.



Attend a Surest webinar

- Thursday, Oct. 26 at 12:00 p.m. CT – FedEx transition focused
- Thursday, Nov. 9 at 12:00 p.m. CT – General information on Surest
- Thursday, Nov. 30 at 12:00 p.m. CT – FedEx transition focused
- Thursday, Dec. 14 at 12:00 p.m. CT – Both general Surest and FedEx transition information

Visit surestwebinars.cventevents.com for the latest news and registration as it becomes available.



Review additional resources

- [FedEx benefits transition frequently asked questions](#)



Want to join our network?

To become contracted, please visit UHCprovider.com/join or go to UHCprovider.com/networkhelp where you can chat with a live advocate from 7 a.m.–7 p.m. CT.



Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal [Contact Us](#) page. You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.