



Reminders and information about your renewal

Declination of Coverage

Your company must offer health care coverage to all eligible employees once they have met your group's selected waiting period. If the eligible employee declines to enroll, you must obtain a signed Declination of Coverage form for that employee. Employers must maintain a record of that declination and be able to produce a copy for us upon request.

Administration updates

Please send eligibility changes within 31 days of the qualifying event date. Changes sent after this time period will not be processed. For your convenience, you may submit eligibility changes via mail, fax or email.

For questions on eligibility, billing, invoice and premium payments, contact Broker and Employer Services at 1-800-591-9911.

Regular Mail:

P.O. Box 30981
Salt Lake City, UT 84130-0981

Overnight Delivery:

West Region Eligibility
4050 South 500 West
Salt Lake City, UT 84123

Phone: (801) 262-1270

Fax: 1-866-372-1316

Email: clientserviceoperations@uhc.com

To avoid interruption to service, send payment to the lockbox designated on your invoice's remittance page, five days prior to the end of the month. Please do not send checks to Broker and Employer Services.

Confirm your employee eligibility waiting periods

Please confirm your New Hire and Rehire employee eligibility waiting periods. We will no longer allow an employee who is still in their waiting period to begin coverage at your renewal date. If your waiting period no longer reflects the needs of your business, please contact your Renewal Account Executive to discuss alternatives.

Combined Evidence of Coverage and Disclosure

The Combined Evidence of Coverage and Disclosure (EOC) forms contain information regarding the benefits, services, and terms of the plan contract so as to afford the public, subscribers, and enrollees with a full and fair disclosure of the provisions of the Plan. Per statute, prospective and existing subscribers have a right to view the EOC prior to enrollment. Please ensure that the EOC is available to employees prior to enrolling with the Plan. The EOC is included with the Group Subscriber Agreement or is available by contacting the Plan. If you are a California Broker/Employer, please submit your request to casubmit@uhc.com.

Health plan coverage provided by or through UnitedHealthcare of California. Administrative services provided by United HealthCare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC) or United Behavioral Health (UBH).