



A UnitedHealthcare Company

Surest health plan helpful resources.



Network

UnitedHealthcare® Choice Plus • Select • Options PPO • Optum Behavioral Health

If you're contracted with UnitedHealthcare and Optum networks, you're in-network for Surest members.

Details

Surest is UnitedHealthcare's fastest-growing employer-sponsored health plan, available nationwide to those with 51+ employees.

Care types

Surest has two plan designs: Surest and Surest Flex (including flexible coverage). For Surest Flex only, members **must** activate coverage for a limited number of procedures at least three business days in advance — coverage is good for 120 days following activation.

Important: If coverage is not activated, the claim(s) will be denied. Verify member coverage and confirm they have activated at 1-844-368-6661.

For a sample list of coverages visit <http://bit.ly/3YByv1Q>

To find out where provider claim reconsiderations go visit <http://bit.ly/3lIRSaH>

How to submit claims

- Add Surest payer ID number into systems
- Payer ID 25463 or P.O. Box 211758, Eagan, MN 55121
- Include rendering address if different from billing
- Submit claims with subscriber information

How to file a clinical appeal

If you are a provider filing a clinical appeal (for prior authorization or other), you can:

Mail:

Surest Appeals
PO Box 31270
Salt Lake City, UT 84131

Urgent Appeal Fax Line: 1-866-748-7304

Non-Urgent Appeal Fax Line: 1-866-748-7820



What to look for on a Surest ID card:

Cards may look different depending on employer and member address.*



Care type field denotes the plan type, the Surest health plan or Surest Flex.

Payer ID and claim mailing address	Network and provider resources (may depend on provider location)	Pharmacy type and contact information
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Claims	Networks	Pharmacy
Surest Payer ID 25463 Surest P.O. Box 211758 Eagan, MN 55121 claims will only be accepted at the above Payer ID or address.	UnitedHealthcare® Choice Plus Network Provider Portal UHCprovider.com Provider Help/Eligibility 1-844-368-6661 PreCert 1-877-237-0006	Rx PHARMACY Pharmacy Name P.O. Box 123 Anytown, USA 12345-9999 Pharmacies/Prescribers 1-855-123-4567

This card does not guarantee coverage.

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

Helpful resources

- Eligibility and benefits: UHCprovider.com or call 1-844-368-6661
- Prior authorization and advance notifications: submit requests through UHCprovider.com or call 1-877-237-0006 for confirmation

Download the Surest Provider Guide here <http://bit.ly/3lvHufw>