

**surest**

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 844-368-6661.

For a sample list of coverages visit [surest.care/sample-coverages](https://surest.care/sample-coverages)



To find out where provider claim reconsiderations go, visit [surest.care/provider-appeals](https://surest.care/provider-appeals)



## 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  
P.O. Box 31270  
Salt Lake City, UT 84131

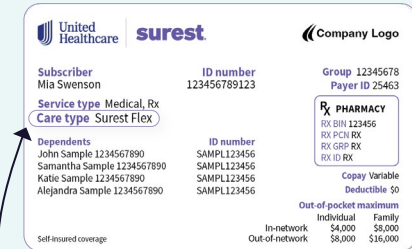
**Fax:**  
Urgent appeal: 866-748-7304  
Non-urgent appeal: 866-748-7820

**Phone:** 800-808-4424 ext. 15227



## 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**

<b>Medical Claims</b> Payer ID 25463 <b>Surest</b> P.O. Box 211758 Eagan, MN 55121	<b>Providers</b> <b>UnitedHealthcare® Choice Plus Network</b> <b>Provider portal</b> UHCprovider.com <b>Provider help/eligibility</b> 844-368-6661 <b>PreCert</b> 877-237-0006	<b>Pharmacy</b> <b>Rx PHARMACY</b> <b>Claims address</b> P.O. Box 123 Anytown, USA 12345-9999 <b>Pharmacies/ prescribers</b> 855-123-4567
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Members: We're here to help. Visit us at [surest.com](https://surest.com) or call 866-683-6440 to check copays, view claims and benefits, find a doctor, or ask a question.

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

## Helpful resources

- Eligibility and benefits: [UHCprovider.com](https://UHCprovider.com) or call 844-368-6661
- Prior authorization and advance notifications: submit requests through [UHCprovider.com](https://UHCprovider.com) or call 877-237-0006 for confirmation

Download the Surest Provider Guide here [surest.care/provider-guide](https://surest.care/provider-guide)



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