

surest

A UnitedHealthcare Company

Surest health plan helpful resources.

United
Healthcare**Optum**

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.

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 [UHCprovider.com](https://uhcprovider.com).

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 visit surest.com/providers/appeals

**To find out where provider claim
reconsiderations go, scan here**



Helpful resources

- Surest supplement in the [UnitedHealthcare Administrative guide](#)
- [Visit our Surest Benefit Plan Overview](#)

**Download the Surest Provider Guide
here surest.care/provider-guide**



What to look for on a Surest ID card:

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

United Healthcare surest		Company Logo
Subscriber Mia Swenson	ID number 123456789123	Group 12345678 Payer ID 25463
Service type Medical, Rx Care type Surest Flex		Rx PHARMACY RX BIN 123456 RX PCN RX RX GRP RX
Dependents John Sample 1234567890 Samantha Sample 1234567890 Katie Sample 1234567890 Alex Sample 1234567890	ID number SAMPL123456 SAMPL123456 SAMPL123456 SAMPL123456	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		

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
Medical Claims Payer ID 25463 Surest P.O. Box 211758 Eagan, MN 55121	Providers UnitedHealthcare® Choice Plus Network Provider portal UHCprovider.com Provider help 877-842-3210	Pharmacy Rx PHARMACY Claims address P.O. Box 123 Anytown, USA 12345-9999 Pharmacies/ prescribers 855-123-4567



Members: We're here to help. Visit us at surest.com or call 866-683-6440 to check copays, view claims and benefits, find a doctor, or ask a question.

surest.com

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

Digital solutions

- To enable Surest copay information through EDI, please follow our [270/271 Enhanced EDI Guide](#)
- Register for Surest webinars [Webinar registration](#)
- For click to chat, visit [UHC Provider portal](#) 'Contact Us'