

CALIFORNIA & NEVADA ACCOUNT MANAGEMENT GUIDE

Word&Brown®

ACCOUNT MANAGEMENT GUIDE

TABLE OF CONTENTS

| | |
|--|----|
| Carrier Administrative Guides | 3 |
| Requesting Invoices..... | 4 |
| Adds/Terms/Member Level Changes | 5 |
| Renewal | 6 |
| MEDICAL - CARRIER RESOURCES | |
| Aetna..... | 10 |
| Anthem Blue Cross | 11 |
| Anthem Blue Cross Blue Shield (Nevada) | 12 |
| Blue Shield of California..... | 13 |
| CaliforniaChoice | 14 |
| Cigna + Oscar | 15 |
| Health Net | 16 |
| Kaiser Permanente | 17 |
| Sharp Health Plan | 18 |
| United Healthcare | 19 |
| ANCILLARY - CARRIER RESOURCES | |
| Carrier Contact Information..... | 20 |

Carrier Administrative Guides

The carrier administrative guide is a great resource for brokers and groups to reference for the most common administrative questions including carrier portal access, contact information, enrollment, billing and continuation of coverage.

| Carrier | Small Group Carrier Administrative Guide |
|------------------------------------|---|
| Aetna | Aetna Administrative Guide |
| Anthem Blue Cross | Anthem Administrative Guide |
| Anthem Blue Cross Blue Shield (NV) | Anthem Administrative Guide |
| Blue Shield of California | Blue Shield Administrative Guide |
| CaliforniaChoice | CaliforniaChoice Administrative Guide |
| ChoiceBuilder | ChoiceBuilder Administrative Guide |
| CalCPA | CalCPA Administrative Guide |
| Health Net | Health Net Administrative Guide |
| Humana | Humana Administrative Guide |
| Kaiser Permanente | Kaiser Administrative Guide |
| Liberty Dental Plan | Liberty Dental Administrative Guide |
| Sharp | Sharp Administrative Guide |
| UnitedHealthcare | UnitedHealthcare Administrative Guide |

Requesting Invoices

An invoice can be requested from the carrier in the below ways:

- Employer Portal (if available based on carrier)
 - See Carrier Administrative Guide chart for additional information on how employer can gain access to the carrier's portal
- Call carrier to request invoice be emailed
- Email carrier to request invoice be emailed

| Carrier | Carrier Portal | Phone | Email |
|------------------------------------|---|----------------------------------|--|
| Aetna | Aetna Portal | 800-343-6101, Option 6 | WestAAT@aetna.com |
| Anthem Blue Cross | Anthem Portal | 855-854-1429 | small.group@anthem.com |
| Anthem Blue Cross Blue Shield (NV) | Anthem Portal | 800-922-4770 | small.group@anthem.com |
| Blue Shield of California | Blue Shield Portal | 800-559-5905 | employerservices@blueshieldca.com |
| CaliforniaChoice | CaliforniaChoice Portal | 800-558-8003 | customerservice@calchoice.com |
| CalCPA | CalCPA Portal | 877-480-7923 | calcpahealth@fnrm.com |
| Cigna | Cigna Portal | 800-753-9150 | Assigned Cigna Account Specialist |
| Cigna + Oscar | Cigna+ Oscar Portal | 855-672-2713 | business@hioscar.com (for anything group or EE related) |
| CCHP Health Plan | CCHP Portal | 415-955-8800 | memberservices@cchphealthplan.com |
| Health Net | Health Net Portal | 800-224-8806, Option 6 | sbg.accounting@healthnet.com |
| Kaiser Permanente | Kaiser Portal | 800-790-4661, Option 1, Option 2 | csc-sd-sba@kp.org |
| Medi-Excel | Medi-Excel Portal | 619-421-1659 Option 5 | sales@mediexcel.com |
| Prominence Health Plan | Prominence Portal | 775-770-9345 | PHP-PremiumBilling@uhsinc.com |
| Sharp | Sharp Portal | 858-499-8023, Option 4 | Can reach out directly to AM or fhp.employergroups@sharp.com |
| SIMNSA | | 619-407-4082 | billing@simnsa.com |
| Sutter Health Plus | SHP Portal | 855-325-5200, Option 1 | shpbilling@sutterhealth.org |
| UnitedHealthcare | UHC Portal | 800-591-9911, Option 1, Option 2 | clientserviceoperations@uhc.com |
| Western Health | WHA Portal | 916-563-2206, Option 3 | premiumbilling@westernhealth.com |

Add/Terms/Member Level Changes

An add/term/member level change can be processed the below ways:

- Carrier Portal (if available based on carrier)
 - o See Carrier Administrative Guide chart for additional information on how employer can gain access to the carriers portal
- Email form and request to the carrier for processing
- Call the carrier to check on any updates or confirm processed

| Carrier | Carrier Portal | Phone | Email |
|---|---|------------------------|--|
| Aetna | Aetna Portal | 800-343-6101 | enrollmentsgw@aetna.com |
| Anthem Blue Cross | Anthem Portal | 855-854-1429 | small.group@anthem.com |
| Anthem Blue Cross Blue Shield (NV) | Anthem Portal | 800-922-4770 | small.group@anthem.com |
| Blue Shield of California | Blue Shield Portal | 800-559-5905 | small.group@blueshieldca.com |
| CaliforniaChoice | CaliforniaChoice Portal | 800-558-8003 | memberprocessing@calchoice.com |
| CalCPA | CalCPA Portal | 877-480-7923 | calcpahealth@fnrm.com |
| CCHP Health Plan | CCHP Portal | 888-775-7888 | sales@cchphealthplan.com |
| Cigna | Cigna Portal | 800-753-9150 | eligibilityinquiries@cigna.com |
| Cigna + Oscar | Cigna + Oscar Portal | 855-672-2713 | business@hioscar.com |
| Health Net | Health Net Portal | 800-447-8812 | enrollmentunit_north@healthnet.com |
| Kaiser Permanente | Kaiser Portal | 800-790-4661, Option 1 | csc-sd-sba@kp.org |
| Medi-Excel | Medi-Excel Portal | 619-421-1659 | applications@mediexcel.com |
| Prominence Health Plan (NV) | Prominence Portal | 888-840-9080 | PHP-PremiumBilling@uhsinc.com |
| Sharp | Sharp Portal | 800-359-2002, Option 4 | shp.commericalsales@sharp.com |
| SIMNSA | | 619-407-4082 | enrollment@simnsa.com |
| Sutter Health Plus | SHP Portal | 855-325-5200 | shpbilling@sutterhealth.org |
| UnitedHealthcare | UHC Portal | 800-591-9911 | clientserviceoperations@uhc.com |
| Western Health | WHA Portal | 916-563-2206 | eligibility@westernhealth.com |

Renewal

Renewals can be processed using the following methods:



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---|--|--|--|---|
| 800-343-6101, option 4 | NationalSSCSmallGroup@aetna.com | 10th of the Month prior to Renewal. Aetna will not accept renewal changes <u>after</u> the renewal date. | Producer World Registration Services: Access renewals, view plan enrollment, submit group changes and obtain plan benefits | Email: WestAAT@aetna.com Phone: 800-343-6101 option 6 |
| Notes <ul style="list-style-type: none"> Any time there are multiple plan changes, a roster or member movement spreadsheet is required for all lines of coverage (Medical & Ancillary). To add additional lines of coverage to your Open Enrollment Renewal, please reach out to your Aetna Account Client Manager. For existing employees, enrollment just needs a roster with the plan change name. You can create a simple spreadsheet to submit or just an email. Any new OE employees or new dependents do need to complete an enrollment form. You do have to submit the signed renewal proposal with the new plans marked and the signature from the plan sponsor. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---|--|---|---|--|
| 800-678-4466 | small.group@anthem.com | Renewal changes may be submitted during renewal month | Producer Toolbox Services: Pull renewals, view enrollment | Email: small.group@anthem.com Phone: 800-678-4466 |
| Notes <ul style="list-style-type: none"> Additional Renewal Resources: Broker Easy Renew Platform Submit medical benefit selection form included in renewal, when renewal changes are being submitted. If wanting to add ancillary to the group's renewal. Fill out and send the specialty modification form, included in the group's renewal for processing. Anthem Small Group EmployeeElect Renewal Medical Plan Change Request form can be submitted to update plan election for existing employees. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|--|---|---|--|
| 800-922-4770 | small.group@anthem.com | Renewal changes may be submitted during renewal month | Producer Toolbox Services: Pull Renewals, View Enrollment | Email: nvsgbroker@anthem.com Phone: 800-922-4770 |
| Notes <ul style="list-style-type: none"> If wanting to add ancillary to the group's renewal. Fill out and send the specialty modification form, included in the group's renewal for processing. ACA Health Plan Change Request Form from renewal can be submitted to update plan election for existing employees. | | | | |

Renewal

(Continued)



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|--|--|---|--|
| 800-559-5905, option 2 | small.group@blueshieldca.com | Renewal changes must be submitted <u>within</u> 30 days of the effective date. | <u>Blue Shield Broker Registration</u> Services: Access renewals, view enrollment, submit plan changes and obtain plan benefits | Email: l&bpriority@blueshieldca.com Phone: 800-559-5905, option 2 |
| Notes <ul style="list-style-type: none"> If group is adding ancillary coverage after renewal month, request will have to be sent to the above email for processing. Changes may not be submitted through broker portal. Additional Renewal Resources: Blue Shield Renewal Center Blue Shield Video on renewal center capabilities for brokers: Blue Shield Renewal Center Navigation Tutorial The Multiple Subscriber Change Spreadsheet can be submitted to update member plan elections for existing employees. If member is requesting additional changes, the full Subscriber Change is needed. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|---|--|---|--|
| 800-558-8003 | Group Level Changes: gpc@choiceadmin.com Member Level Changes: memberprocessing@calchoice.com | CalChoice prefers renewal changes to be submitted 60 days prior to renewal month. Group changes will be accepted within the renewal month. | <u>CaliforniaChoice</u> Services: Access renewal and obtain plan benefits | Email: customerservice@calchoice.com Phone: 800-558-8003 |
| Notes <ul style="list-style-type: none"> Any exceptions submitted outside of renewal should include an exception request form and be sent to customerservice@calchoice.com. If questions on an exception request, please reach out to 1-800-558-8003. Each employee changing their plan must complete their own Change Request Form. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|--|--|----------------------|--|
| 855-672-2713 | business@hioscar.com | Changes should be submitted for processing before requested renewal date | <u>Broker Portal</u> | Email: business@hioscar.com Phone: 855-672-2713 |
| Notes <ul style="list-style-type: none"> No forms required for groups renewing "as is" | | | | |

Renewal

(Continued)



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---|--|---|---|---|
| 800-447-8812, option 2 | Renewal Changes need to be submitted to the assigned Account Manager. Contact information found at Health Net Broker Renewal Support and on the renewal. | Renewals to be completed within 30 days of the effective date, for changes to be reflected at the time of renewal. (Medical & Ancillary) | Health Net Broker Portal Access Services: Access renewals, submit group plan changes and obtain plan benefits | Email: HN_Account_Services@HealthNet.com Phone: 800-541-2967, 0 (Account Managers); 800-228-8808, 3 (Enrollment Department) |
| Notes <ul style="list-style-type: none"> Health Net will process Group changes during the renewal month. However, changes will take longer to be reflected on the group's billing cycle, one to two months out. The Open Enrollment Change Form can be completed to reflect plan changes for existing employees. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---|--|---|---|--|
| 800-790-4661, option 2 | csu.ca@kp.org | Renewal changes need be turned in by the 15th of the month by 5pm, to be effective the 1st of the <u>renewal month</u> . Changes submitted after the 16th of the month will be effective the first of the following month | Kaiser Permanente Broker Employer Resources Services: Access renewal, submit group plan changes, obtain plan benefits | Email: AMT@kp.org Phone: 800-790-4661, option 3 |
| Notes <ul style="list-style-type: none"> Renewal Kit will have the necessary renewal forms for groups renewal. Kaiser Permanente tutorial for navigation brokers dashboard: Navigating Dashboard The group's renewal packet will include a form with all employees listed where employer can request to update plan elections for existing employees. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---------------|--|--|-------------------------------|--|
| 619-421-1659 | sales@mediexcel.com | Group level changes must be submitted by the 10th day of the effective month | Broker Portal | Email: sales@mediexcel.com Phone: 619-421-1659 |

Renewal

(Continued)



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|--|---|----------------|--|
| Contact your Sharp Account Manager Phone: 858-499-8009 | shp.commercialsales@sharp.com | An employer must submit change requests to Sharp Health Plan Account Manager on or before the renewal effective month | N/A | Phone: Contact your Sharp Account Manager Phone: 800-359-2002 |
| Notes <ul style="list-style-type: none"> Sharp will accept a spreadsheet with the new plan elections for existing employees. | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|--|--|---|----------------|--|
| 800-424-4652 | chuidobro@simnsa.com | A week before the group's renewal month | N/A | Email: chuidobro@simnsa.com Phone: 800-424-4652 |
| Notes <ul style="list-style-type: none"> No forms required for groups renewing "as is" | | | | |



| Phone Support | Email | Due Date | Renewal Portal | Renewal Billing & Enrollment Issues |
|---|---|--|--|--|
| 800-591-9911, option 1 | For assistance on group's renewal process, please contact Broker Services for Assigned Renewal Representative | Group level changes should be submitted no later than the 5th of the renewal month. Employee changes have up to 60 days from renewal date for submission. All employee changes will be retro to the renewal date | United eServices Broker Center (Portal Support - 1-866-336-9369, option 3) Services: Access renewal, view group enrollment, obtain plan benefits | Email: clientserviceoperations@uhc.com Phone: 800-591-9911 |
| Notes <ul style="list-style-type: none"> Notify UHC Assigned Renewal Representative if group is renewing "as is" Require Items for group changes - Group Acceptance/Change Form Product and Benefit Selection Form & Small Business Renewal OE Spreadsheet, specifying employee level changes For benefit summaries, SBCs or supply orders, email: caship@uhc.com | | | | |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Aetna that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to enrollmentsgw@aetna.com |
| Employer Change Form Submission | Email to westaat@aetna.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Call the Member Services number on your Aetna ID card for personalized service. |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 800-343-6101, Option 6 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 800-343-6101, Option 6 |
| Claims Submission | Mail claim form to the address on the back of ID card; 888-702-3862 for HMO, 888-802-3862 (PPO) |
| Provider Search Tool | Link to Aetna Provider Search |
| Rx Search Tool | Link to Aetna Prescription Search https://www.aetna.com/individuals-families/find-a-medication.html |
| SBC Library | Link to Aetna SBC Library |
| Broker of Record Change Submission | Email to westaat@aetna.com |
| Licensing/Appointment Submission | Link to get appointed with Aetna |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Anthem Blue Cross that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to small.group@anthem.com |
| Employer Change Form Submission | Email to small.group@anthem.com |
| Member Portal Access | Link to log in and access portal |
| Member Call Support | Phone: 855-383-7248 |
| Broker Portal Access | Link to log in and access portal |
| Broker Call Support | Phone: 800-678-4466 |
| Employer Portal Access | Link to log in and access portal |
| Employer Call Support | Phone: 855-854-1429 |
| Claims Submission | Fax Claim form to 877-287-1262. |
| Provider Search Tool | Link to Anthem Provider Search |
| Rx Search Tool | Link to Anthem Prescription Search |
| SBC Library | Link to Anthem SBC Library |
| Broker of Record Change Submission | Email to agent.support@anthem.com |
| Licensing/Appointment Submission | Link to get appointed with Anthem |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Anthem Blue Cross that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to small.group@anthem.com |
| Employer Change Form Submission | Email to small.group@anthem.com |
| Member Portal Access | Link to log in and access portal |
| Member Call Support | Phone: 800-331-1476 |
| Broker Portal Access | Link to log in and access portal |
| Broker Call Support | Phone: 855-886-6160 |
| Employer Portal Access | Link to log in and access portal |
| Employer Call Support | Phone: 855-854-1429 |
| Claims Submission | FMail Claim to: Anthem Blue Cross and Blue Shield, P.O. BOX 5747, Denver, CO 80217 Phone: 855-330-1218 |
| Provider Search Tool | Link to Anthem Provider Search |
| Rx Search Tool | Link to Anthem Prescription Search |
| SBC Library | Link to Anthem SBC Library |
| Broker of Record Change Submission | Email to agent.support@anthem.com |
| Licensing/Appointment Submission | Link to get appointed with Anthem |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Blue Shield of California that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|--|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to small.group@blueshieldca.com |
| Employer Change Form Submission | Email to small.group@blueshieldca.com |
| Member Portal Access | Link to log in and access portal |
| Member Call Support | Phone: 888-319-5999 |
| Broker Portal Access | Link to log in and access portal |
| Broker Call Support | Phone: 800-559-5905 |
| Employer Portal Access | Link to log in and access portal |
| Employer Call Support | Phone: 800-325-5166 |
| Claims Submission | Claim form should be completed and mailed to Blue Shield of CA, Claims Department, PO Box 272540, Chico, CA 95927; Phone: 888-319-5999 |
| Provider Search Tool | Link to Blue Shield Provider Search |
| Rx Search Tool | Link to Blue Shield Prescription Search |
| SBC Library | Link to Blue Shield SBC Library |
| Broker of Record Change Submission | Email to producerservices@blueshieldca.com |
| Licensing/Appointment Submission | Link to get appointed with Blue Shield |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of tools from CaliforniaChoice that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|--|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to memberprocessing@calchoice.com |
| Employer Change Form Submission | Email to gpc@choiceadmin.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Phone: 800-558-8003 |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 800-558-8003 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 800-558-8003 |
| Claims Submission | Contact the member support number on the back of your ID card. |
| Provider Search Tool | Link to CalChoice Provider Search |
| Rx Search Tool | Link to CalChoice Pharmacy Search |
| SBC Library | Link to CalChoice SBC Library |
| Broker of Record Change Submission | Email to commissions@calchoice.com |
| Licensing/Appointment Submission | Send appointment paperwork to commissions@calchoice.com |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of tools from CaliforniaChoice that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Submitted online at https://www.hioscar.com/business/resources or email to Business@hioscar.com |
| Employer Change Form Submission | Submitted online at https://www.hioscar.com/business/resources or email to Business@hioscar.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Phone: 855-672-2789, email help@hioscar.com |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 855-672-2713 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 855-672-2784 |
| Claims Submission | Mail: Cigna + Oscar, PO Box 188061, Chattanooga, TN 37422-8061; They have fax #'s for claim submissions - all will work for any claim: 1) 859-410-2440 2) 877-804-1443 3) 859-4102439 Member can also send claim via secure message through portal. Member Support Call: 855-672-2789. |
| Provider Search Tool | Link to Cigna + Oscar Provider Search |
| Rx Search Tool | Link to Cigna + Oscar Provider Search |
| SBC Library | Link to Cigna + Oscar SBC Library |
| Broker of Record Change Submission | Email to brokers@hioscar.com |
| Licensing/Appointment Submission | Link to get appointed with Cigna + Oscar |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Health Net that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to Enrollmentunit_north@healthnet.com |
| Employer Change Form Submission | Email to Enrollmentunit_north@healthnet.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Phone: 800-361-3366 |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 800-448-4411 Option 4- They can also call the broker services number 800-909-3447 Option 3 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 800-447-8812 Option 3 |
| Claims Submission | Claim Form should be mailed to the address on back of HN Member ID Card. |
| Provider Search Tool | Link to Health Net Provider Search |
| Rx Search Tool | Link to Health Net Prescription Search |
| SBC Library | Link to Health Net SBC Library |
| Broker of Record Change Submission | Email directly to AM or call 800-447-8812 Option 2 |
| Licensing/Appointment Submission | Call 800-909-3447 Option 3 |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Kaiser Permanente that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|--|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to csc-sd-sba@kp.org |
| Employer Change Form Submission | Email to amt@kp.org |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Phone: 800-464-4000 |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 800-790-4661 Email to csc-sd-sba-support@kp.org |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 800-790-4661 |
| Claims Submission | N.Cal - Claims Administration Northern CA, PO Box 12923, Oakland, CA 94604; S.Cal - Claims Administration Southern CA, PO Box 7004, Downey, CA 90242; Call: 800-390-3510 |
| Provider Search Tool | Link to Kaiser Provider Search |
| Rx Search Tool | Link to Kaiser Prescription Search |
| SBC Library | Link to Kaiser SBC Library |
| Broker of Record Change Submission | Email to Amt@kp.org |
| Licensing/Appointment Submission | Link to get appointed with Kaiser Permanente |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Sharp Health Plan that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|---|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to shp.commericalsales@sharp.com |
| Employer Change Form Submission | Email to shp.commericalsales@sharp.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Phone: 858-499-8300 |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 858-499-8009 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 858-499-8023 |
| Claims Submission | Mail Claim Form to: Sharp Health Plan Claims Department, 8520 Tech Way, Ste 200, San Diego, CA 92123 or call 800-359-2002 |
| Provider Search Tool | Link to Sharp Provider Search |
| Rx Search Tool | Link to Sharp Prescription Search |
| SBC Library | SBCs are customized — Please reach out to Sharp Account Manager. |
| Broker of Record Change Submission | Email to shpbrokercommissions.inquires@sharp.com |
| Licensing/Appointment Submission | Link to get appointed with Sharp Health Plan |
| Online Enrollment Options | Reach out to your sales rep for additional info. |



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from UnitedHealthcare that may also be of value in addressing questions from your clients and their employees.

| Request Type | Resource |
|--|--|
| Form Request | Word & Brown Forms Site |
| Employee Add/Term/Change Form Submission | Email to clientserviceoperations@uhc.com |
| Employer Change Form Submission | Email to clientserviceoperations@uhc.com |
| Member Portal Access | Click to log in and access portal |
| Member Call Support | Please call member support phone number on back of your UHC ID Card. |
| Broker Portal Access | Click to log in and access portal |
| Broker Call Support | Phone: 800-591-9911, option 1 |
| Employer Portal Access | Click to log in and access portal |
| Employer Call Support | Phone: 800-591-9911, Option 2 |
| Claims Submission | Email completed claim form to number on the back of member UHC ID Card or call 866-414-1959. |
| Provider Search Tool | Link to UnitedHealthcare Provider Search |
| Rx Search Tool | Link to UHC Provider Search for Select Plus PPO, Core PPO and All HMOs Link to UHC Provider Search for Navigate |
| SBC Library | Link to UnitedHealthcare SBC Library |
| Broker of Record Change Submission | Email to clientserviceoperations@uhc.com |
| Licensing/Appointment Submission | Email appointment paperwork to clientserviceoperations@uhc.com |
| Online Enrollment Options | Reach out to your sales rep for additional info. |

Ancillary Products

Please use the following contact emails and phone numbers for timely processing:

| Carrier | Adds/Terms/ Member Changes | Invoice | Renewals | Phone |
|-------------------------------|--|--|--|---|
| Ameritas | group_assistants@ameritas.com | group_assistants@ameritas.com | group_assistants@ameritas.com | 855-517-5307 |
| BEST Life | changes@bestlife.com | cs@bestlife.com | cs@bestlife.com | 800-433-0088 |
| California Dental | Membership@caldental.net | Membership@caldental.net | Nicole.mueller@caldental.net | 877-433-6825 |
| Choice Builder | memberprocessing@choicebuilder.com | customerservice@choicebuilder.com | customerservice@choicebuilder.com | 866-412-9279 |
| Companion Life | Companionservice@companionlife.net | Companionservice@companionlife.net | CLIFE.RENEWALS@companiongroup.com | 800-753-0404 |
| Delta Dental | cs@alliedadministrators.com | cs@alliedadministrators.com | cs@alliedadministrators.com | 415-989-7443 |
| Guardian | cru@glic.com or Fax 610-807-2994 | Guardianmaintenance_billing@glic.com | cru@glic.com | 800-627-4200 |
| Humana | Need to use secure email from Humana website CommAndSpecEnroll@humana.com | SBMarketSupport@Humana.com | SBMarketSupport@humana.com | 800-592-3005 |
| Landmark | groupservices@LHP-CA.com | groupservices@LHP-CA.com | groupservices@LHP-CA.com | 800-298-4875 |
| Liberty | nationalaccounts@libertydentalplan.com | nationalaccounts@libertydentalplan.com | nationalaccounts@libertydentalplan.com | 888-273-2997 |
| Lincoln Financial | clientservices@lfg.com | sbsbrokerservice@lfg.com | SBSrenewals@lfg.com | 800-423-2765 |
| Metlife | Irvine_Service@metlifeservice.com | Irvine_Service@metlifeservice.com | Irvine_Service@metlifeservice.com | 800-275-4638 888-653-8325 Option 1 |
| Premier Access | enrollment@premierlife.com | AM@premierlife.com | AM@premierlife.com | 888-715-0760 |
| Principal | Eff 10/1/23 Must use Principal Portal: https://login.principal.com/ | groupbenefitsadmin@principal.com | groupbenefitsadmin@principal.com | 800-843-1371 |
| Reliance Standard | adminserv@employeebenefitservice.com Life: EOLapplications@rsli.com Changes: admin.changes@rsli.com Fax: 402-309-2583 | admin.changes@rsli.com | admin.changes@rsli.com | 800-351-7500 |
| SmileSaver | safeguard_inquires@metlifeservice.com | safeguard_inquires@metlifeservice.com | safeguard_inquires@metlifeservice.com | 800-880-1800 |
| United Concordia | UCClenroll@ucci.com | UCClenroll@ucci.com | UCClsbu@ucci.com | Small group - 800-972-4191 Option 4 |
| Unum | AskUnum@unum.com | AskUnum@unum.com | AskUnum@unum.com | 800-275-8686 |
| Vision Plan of America | info@visionplanofamerica.com | info@visionplanofamerica.com | info@visionplanofamerica.com | 800-400-4872 |
| VSP | Vspbilling@vsp.com | vspbilling@vsp.com | vspcentral@vsp.com | 800-216-6248 |

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