

Important Contacts



HealthPass Contacts

HealthPass	Phone 888-313-7277 or 212-252-8010/Fax 888-354-7277 or 212-252-7448
Client Services	clientservices@healthpassny.com
COBRA	clientservices@healthpassny.com
GA/Broker Commission	commissions@healthpassny.com
Group Billing	billing@healthpassny.com
Health Advocate/Claims	clientservices@healthpassny.com
Licensing	sales@healthpassny.com
New Group	sales@healthpassny.com
Renewing Group	renewals@healthpassny.com

Where To Send Payments

US Postal Services	UPS/FedEx/Courier	COBRA US Postal Services
HealthPass New York P.O. Box 22049 New York, NY 10087-8413	HealthPass New York Lockbox 22049 4 Chase Metrotech Center 7th Floor East Brooklyn, NY 11245	HealthPass COBRA PO Box 2008 Omaha, NE 68103-2008

Medical Carrier Contacts

	EmblemHealth	Healthfirst	Oscar	Oxford
Customer Service	212-615-4037 Brokers 888-447-7703 Members	855-789-3668	855-672-2713	800-444-6222
Mental Health	888-447-2526	855-789-3668	855-672-2713	800-201-6991
Rx	855-283-2150	800-364-6331	855-672-2713	800-788-4863
Precertification	800-223-9870	855-789-3668	855-672-2713	800-711-4555
Web Address	www.emblemhealth.com	www.healthfirst.org	www.hioscar.com	www.oxhp.com www.myuhc.com for Oxford 2.0 members (groups renewed after 5/1/20)
Medical Claims	EmblemHealth PO Box 2845 New York, NY 10116	Healthfirst Claims Dep. P.O. Box 958438 Lake Mary, FL 32795	Oscar Claims Dep. PO Box 52146 Phoenix, AZ 85072	UHC/Oxford Attn: Claims Dep. P.O. Box 29130 Hot Springs, AR 71903
Rx	EmblemHealth Pharmacy Benefit Services 55 Water St. New York, NY 10041	CVS/Caremark P.O. Box 52136 Phoenix, AZ 85072 www.caremark.com/wps/portal	Oscar PO Box 52146 Phoenix, AZ 85072	OptumRx Attn: Claims Dep PO Box 650540 Dallas, TX 75265-0540
Mail Order Rx	Express Scripts PO Box 66566 St. Louis, MO 63166	CVS/Caremark P.O. Box 52136 Phoenix, AZ 85072 www.caremark.com/wps/portal	Oscar PO Box 52146 Phoenix, AZ 85072	OptumRx P.O. Box 2975 Mission, KS 66201

Ancillary Carrier Contacts

Guardian DentalGuard Preferred	Guardian Dental Preferred P.O. Box 981572 El Paso, TX 79998	800-541-7846 cru@glic.com
Guardian Managed DentalGuard	Guardian Managed Dental P.O. Box 981571 El Paso, TX 79998	888-618-2016
Guardian VisionGuard (Davis Vision)	Vision Care Processing Unit P.O. Box 1525 Latham, NY 12110-1525	877-393-7363 www.davisvision.com
Guardian EverGuard LTD	Guardian Group LTD Claim Department P.O. Box 14333 Lexington, KY 40512	800-538-4583 group_LTD_Claims@glic.com
Guardian EverGuard Term Life/AD&D	Guardian Life Insurance Company Group Life Claims PO. Box 14334 Lexington, KY 40512	800-525-4542 group_life_claims@glic.com
Guardian Accident	Guardian Life Insurance Company Group Accident Benefit Claims P.O. Box 14315 Lexington, KY 40512	800-541-7846
Solstice Dental	Solstice Dental Claims P.O. Box 14009 Lexington, KY 40512-4009 Electronic Claims Payer ID# 76578	877-760-2247
Solstice Vision	Davis Vision P.O. Box 1525 Latham, NY 12110-1525	800-999-5431 www.davisvision.com
UnitedHealthcare Dental	UnitedHealthcare Dental Attn: Claims Unit P.O. Box 30567 Salt Lake City, UT 84130	877-816-3596
UnitedHealthcare Vision	UnitedHealthcare Vision Attn: Claims Department P.O. Box 30978 Salt Lake City UT 84130	800-638-3120

Service Partner Contacts

Allstate Identity Protection	800-789-2720
LifeLock	800-543-3562