

# Important Contacts



## HealthPass Contacts

<b>HealthPass</b>	Phone 888-313-7277 or 212-252-8010/Fax 888-354-7277 or 212-252-7448
<b>Client Services</b>	<a href="mailto:clientservices@healthpassny.com">clientservices@healthpassny.com</a>
<b>COBRA</b>	<a href="mailto:clientservices@healthpassny.com">clientservices@healthpassny.com</a>
<b>GA/Broker Commission</b>	<a href="mailto:commissions@healthpassny.com">commissions@healthpassny.com</a>
<b>Group Billing</b>	<a href="mailto:billing@healthpassny.com">billing@healthpassny.com</a>
<b>Health Advocate/Claims</b>	<a href="mailto:answers@healthadvocate.com">answers@healthadvocate.com</a>
<b>Broker Licensing</b>	<a href="mailto:sales@healthpassny.com">sales@healthpassny.com</a>
<b>New Group</b>	<a href="mailto:sales@healthpassny.com">sales@healthpassny.com</a>
<b>Renewing Group</b>	<a href="mailto:renewals@healthpassny.com">renewals@healthpassny.com</a>

## 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	Oxford
<b>Customer Service</b>	212-615-4037 Brokers 888-447-7703 Members	855-789-3668	800-444-6222
<b>Mental Health</b>	888-447-2526	855-789-3668	800-201-6991
<b>Rx</b>	855-283-2150	855-789-3668	800-356-3477
<b>Precertification</b>	800-223-9870	855-789-3668	800-666-1353
<b>Web Address</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a>	<a href="http://www.healthfirst.org">www.healthfirst.org</a>	<a href="http://www.myuhc.com">www.myuhc.com</a>
<b>Medical Claims</b>	EmblemHealth PO Box 2845 New York, NY 10116	Healthfirst Claims Dep. P.O. Box 958438 Lake Mary, FL 32795	UHC/Oxford Attn: Claims Dep. P.O. Box 29130 Hot Springs, AR 71903
<b>Rx</b>	EmblemHealth Pharmacy Ben- efit Services 55 Water St. New York, NY 10041	CVS/Caremark P.O. Box 52136 Phoenix, AZ 85072 <a href="http://www.caremark.com/wps/portal">www.caremark.com/wps/portal</a>	OptumRx PO Box 650540 Dallas, TX 75265-0540
<b>Mail Order Rx</b>	Express Scripts PO Box 66566 St. Louis, MO 63166	CVS/Caremark P.O. Box 52136 Phoenix, AZ 85072 <a href="http://www.caremark.com/wps/portal">www.caremark.com/wps/portal</a>	OptumRx (mail order forms only) PO Box 509075 San Diego, CA 92150-9075

## Ancillary Carrier Contacts

<b>Guardian Managed DentalGuard</b>	Guardian Managed Dental P.O. Box 981571 El Paso, TX 79998	888-618-2016
<b>Guardian DentalGuard Preferred</b>	Guardian Dental Preferred P.O. Box 981572 El Paso, TX 79998	800-541-7846 <a href="mailto:cru@glic.com">cru@glic.com</a>
<b>Guardian VisionGuard (Davis Vision)</b>	Vision Care Processing Unit P.O. Box 1525 Latham, NY 12110-1525	877-393-7363 <a href="http://www.davisvision.com">www.davisvision.com</a>
<b>Guardian EverGuard LTD</b>	Guardian Group LTD Claim Department P.O. Box 14333 Lexington, KY 40512	800-538-4583 <a href="mailto:group_LTD_Claims@glic.com">group_LTD_Claims@glic.com</a>
<b>Guardian EverGuard Term Life/AD&amp;D</b>	Guardian Life Insurance Company Group Life Claims PO. Box 14334 Lexington, KY 40512	800-525-4542 <a href="mailto:group_life_claims@glic.com">group_life_claims@glic.com</a>
<b>Guardian Accident</b>	Guardian Life Insurance Company Group Accident Benefit Claims P.O. Box 14315 Lexington, KY 40512	800-541-7846
<b>Solstice Dental</b>	Solstice Benefits P.O. Box 2057 Farmington Hills, MI 48333	877-760-2247
<b>Solstice Vision</b>	Davis Vision P.O. Box 1525 Latham, NY 12110-1525	800-999-5431 <a href="http://www.davisvision.com">www.davisvision.com</a>
<b>UnitedHealthcare Dental</b>	UnitedHealthcare Dental Attn: Claims Unit P.O. Box 30567 Salt Lake City, UT 84130	877-816-3596
<b>UnitedHealthcare Vision</b>	UnitedHealthcare Vision Attn: Claims Department P.O. Box 30978 Salt Lake City, UT 84130	800-638-3120

## Service Partner Contacts

<b>Allstate Identity Protection</b>	800-789-2720
<b>Beyond Med</b>	844-267-6192
<b>LifeLock</b>	800-543-3562
<b>OCA FSA &amp; Commuter Benefits</b>	855-622-0777
<b>Pet Plan - Total Pet Plan</b>	800-891-2565