

Important Contacts



HealthPass Contacts

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

Where To Send Payments

| US Postal Services | UPS/FedEx/Courier | COBRA US Postal Services |
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| HealthPass P.O. Box 22049 New York, NY 10087 | HealthPass 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 | Empire | Healthfirst | Oxford |
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| Customer Service | 866-614-6040 Brokers 888-447-7703 Members | 855-330-1105 | 855-789-3668 | 800-444-6222 |
| Mental Health | 888-447-2526 | 855-330-1105 | 855-789-3668 | 800-201-6991 |
| Rx | 855-283-2150 | 833-253-4449 | 855-789-3668 | 800-356-3477 |
| Precertification | 800-223-9870 | 800-441-2411 | 855-789-3668 | 800-666-1353 |
| Web Address | www.emblemhealth.com | www.empireblue.com | www.healthfirst.org | www.myuhc.com |
| Medical Claims | EmblemHealth PO Box 2845 New York, NY 10116 | Empire BCBS PO Box 1407 Church St Station New York, NY 10008 | Healthfirst Claims Dep. PO Box 958438 Lake Mary, FL 32795 | UHC/Oxford Attn: Claims Dep. PO Box 29130 Hot Springs, AR 71903 |
| Rx | EmblemHealth Pharma- cy Benefit Services 55 Water St. New York, NY 10041 | Claims Department P.O. Box 52065 Phoenix, AZ 85072 | CVS/Caremark PO Box 52136 Phoenix, AZ 85072 www.caremark.com/wps/portal | OptumRx PO Box 650540 Dallas, TX 75265 |
| Mail Order Rx | Express Scripts PO Box 66566 St. Louis, MO 63166 | CarelonRx PO Box 94467 PALATINE, IL 60094 | CVS/Caremark PO Box 52136 Phoenix, AZ 85072 www.caremark.com/wps/portal | OptumRx PO Box 509075 San Diego, CA 92150 |

Ancillary Carrier Contacts

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| Guardian Managed DentalGuard | Guardian Managed Dental P.O. Box 981571 El Paso, TX 79998 | 888-618-2016 |
| Guardian DentalGuard Preferred | Guardian Dental Preferred P.O. Box 981572 El Paso, TX 79998 | 800-541-7846 cru@glic.com |
| 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 Benefits P.O. Box 2057 Farmington Hills, MI 48333 | 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

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