FedEx benefits transition

Frequently asked questions

Overview

Starting Jan. 1, 2024, we'll provide benefits for FedEx employees nationwide. This change may affect your practice because, as a result of the transition from their current plans, you may see an increase of UnitedHealthcare patients.

These patients may have access to plans and benefits you may not be familiar with, including:

- UnitedHealthcare traditional health plan offerings
- Optum Behavioral Health
- Optum Pharmacy and Optum Specialty Pharmacy
- Surest (Your Choice)
- Level2 (aka Type 2 Diabetes Plan, a plan designed to support the unique needs of patients with type 2 diabetes)

You can learn more about our products at UHCprovider.com.

Frequently asked questions

Where do I submit claims and prior authorizations for these plans and benefits?

For all of these plans and benefits, you can use the UnitedHealthcare Provider Portal to submit claims and prior authorization requests, access items in Document Library, check eligibility and benefits and more. Go to **UHCprovider.com/access** to set up a One Healthcare ID and get started. To learn more about registration, click **here**.

To access training for the UnitedHealthcare Provider Portal, visit **UHCprovider.com/training** and select the Digital Solutions category.

When will FedEx employees receive their new member ID cards?

We'll send these members their new ID cards in December.

Is there anything special my practice needs to know to prepare for these new patients, or for existing patients who may be switching plans?

Your practice may already be familiar with most of our UnitedHealthcare plans; however, there are a few plans or benefits that may be new to you. In the next section, you'll find more information about Surest and Level2. Please familiarize yourself with these 2 offerings to help ensure a smooth transition for these patients.



Surest

Surest, formerly known as Bind, is a UnitedHealthcare company. If you are a participating health care professional for UnitedHealthcare commercial plans, you automatically participate in our Surest plans. Services you provide to Surest customers are reimbursed according to your UnitedHealthcare participation agreement's commercial payment appendix.

What do the Surest ID cards look like?

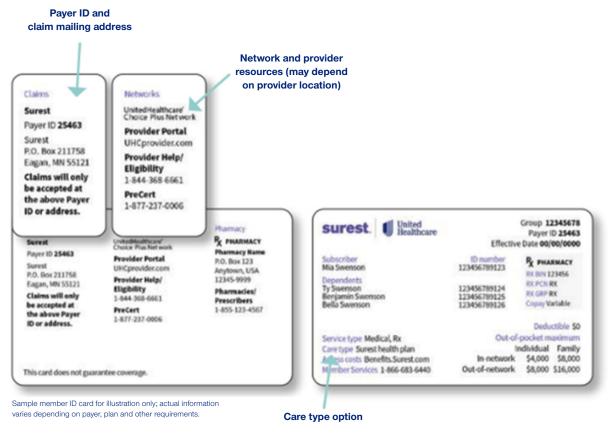
Here's an example of the Surest ID cards:

United Healthcare Surest.			Medical Claims Payer ID 25463	Providers UnitedHealthcare [®] Choice Network
Subscriber Mia Swenson Service type Medical Care type Your Choice	ID number 123456789123	Group 12345678 Payer ID 25463 Copay Variable Deductible \$0	Surest P.O. Box 211758 Eagan, MN 55121	Provider portal UHCprovider.com Provider help/eligibility 844-368-6661 PreCert 877-237-0006
Dependents John Sample 1234567890 Samantha Sample 1234567890 Katie Sample 1234567890		Out-of-pocket maximum Individual Family network \$4,000 \$8,000 network \$8,000 \$16,000	or 83 claim	bers We're here to help at choosewell.fedex.con 3-339-9355. To check coverage & copays, view ns, or find a doctor use the Surest app or website. loyee assistance program 800-274-4357

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

Is there anything special I should look for on the Surest ID card?

To submit claims, make sure to look for the Surest payer ID for on the member's card. **If you use the UnitedHealthcare payer ID, there will be errors in the claim process, and we may not pay the claims.** Here's where you can find the Surest payer ID:





Do Surest health plans require advance notification or prior authorization?

Yes. Our advance notification and prior authorization requirements generally apply to Surest plans for most services.

To request a prior authorization, go to UHCprovider.com and sign in to the **UnitedHealthcare Provider Portal** or call **877-237-0006.**

Do patients with Surest plans know the amount they're responsible for at the time of service?

Yes. Patients with Surest plans can see their costs prior to the appointment.

How do I know what to collect at the time of service for patients with Surest plans?

You can find out what information you need to collect by doing one of the following:

- Visit UHCprovider.com and do an advanced 270/271 transaction. There will be a guide to outline the requirements on the 270.
- Connect to the API on the UHC Marketplace
- Call Provider Services at 844-368-6661. They can help guide you through the process.

Questions about Surest?

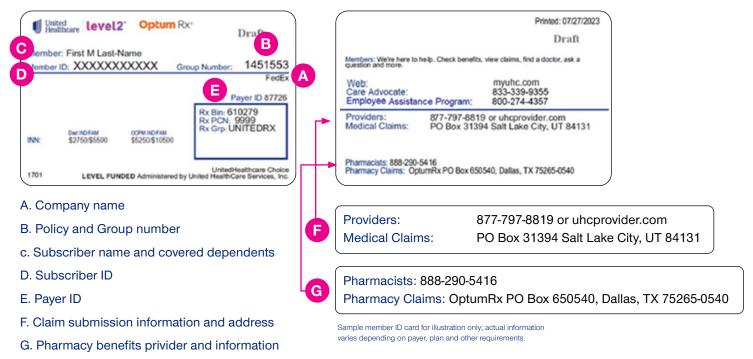
Learn more about Surest, including how to submit claims, on our **Surest web page**. For general questions, visit **Surest.com/providers** or call **844-368-6661**.

Level2

Level2 is a plan that accesses the UnitedHealthcare Choice Network and is designed to address the unique needs and opportunities of people living with type 2 diabetes. Employers that participate in commercial ASO plans have the option of adding Level2 as an additional health plan offering.

How do I know if a patient is in the Type 2 Diabetes Plan?

Here's an example of what the ID cards will look like for FedEx employees with a Type 2 Diabetes Plan:





Where can I learn more about Level2?

You can get more information by visiting the Level2 website or calling 877-797-8819.

Questions?

If you have general questions about anything not covered in this frequently asked questions, you can chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal **Contact Us** page.

