

# 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](https://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](https://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](https://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:

 <b>surest.</b> <small>A UnitedHealthcare Company</small>		
<b>Subscriber</b> Mia Swenson	<b>ID number</b> 123456789123	<b>Group</b> 12345678
<b>Service type</b> Medical		<b>Payer ID</b> 25463
<b>Care type</b> Your Choice		<b>Copay</b> Variable
		<b>Deductible</b> \$0
<b>Dependents</b> John Sample 1234567890 Samantha Sample 1234567890 Katie Sample 1234567890	<b>ID number</b> SAMPL123456 SAMPL123456 SAMPL123456	
	<b>Out-of-pocket maximum</b>	
	Individual Family	
	In-network \$4,000 \$8,000	
	Out-of-network \$8,000 \$16,000	
<small>Self-insured coverage</small>		

<b>Medical Claims</b> <b>Payer ID</b> 25463 <b>Surest</b> P.O. Box 211758 Eagan, MN 55121	<b>Providers</b> <b>UnitedHealthcare® Choice Network</b> <b>Provider portal</b> UHCprovider.com <b>Provider help/eligibility</b> 844-368-6661 <b>PreCert</b> 877-237-0006
 <b>Members</b> We're here to help at <a href="https://www.choosewell.fedex.com">choosewell.fedex.com</a> or 833-339-9355. To check coverage & copays, view claims, or find a doctor use the Surest app or website. <b>Employee assistance program</b> 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:


**Payer ID and claim mailing address**

**Network and provider resources (may depend on provider location)**

**Care type option**

<b>Claims</b> <b>Surest</b> <b>Payer ID 25463</b> Surest P.O. Box 211758 Eagan, MN 55121 <b>Claims will only be accepted at the above Payer ID or address.</b>	<b>Networks</b> UnitedHealthcare® Choice Plus Network <b>Provider Portal</b> UHCprovider.com <b>Provider Help/Eligibility</b> 1-844-368-6661 <b>PreCert</b> 1-877-237-0006	<b>Pharmacy</b> <b>Rx PHARMACY</b> <b>Pharmacy Name</b> P.O. Box 123 Anytown, USA 12345-9999 <b>Pharmacies/Prescribers</b> 1-855-123-4567
<small>This card does not guarantee coverage.</small>		

<b>surest.</b> 		<b>Group</b> 12345678 <b>Payer ID</b> 25463 <b>Effective Date</b> 00/00/0000
<b>Subscriber</b> Mia Swenson	<b>ID number</b> 123456789123	<b>Rx PHARMACY</b> RX BIN 123456
<b>Dependents</b> Ty Swenson Benjamin Swenson Bella Swenson	123456789124 123456789125 123456789126	RX PCN RX RX GRP RX Copay Variable
<b>Service type</b> Medical, Rx <b>Care type</b> Surest health plan <b>Access costs</b> Benefits.Surest.com <b>Member Services</b> 1-866-683-6440	<b>Deductible</b> \$0 <b>Out-of-pocket maximum</b> Individual Family In-network \$4,000 \$8,000 Out-of-network \$8,000 \$16,000	

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



## 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](https://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](https://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](https://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:

**Member ID Card Information:**

- C:** Member: First M Last-Name
- D:** Member ID: XXXXXXXXXXXX
- B:** Group Number: 1451553
- E:** Payer ID 87726
- F:** Rx Bin: 610279, Rx PCN: 9999, Rx Grp: UNITEDRX
- G:** Pharmacy Benefits Provider: OptumRx

**Pharmacy Benefits Provider Information:**

- Providers:** 877-797-8819 or [uhcprovider.com](https://UHCprovider.com)
- Medical Claims:** PO Box 31394 Salt Lake City, UT 84131
- Pharmacists:** 888-290-5416
- Pharmacy Claims:** OptumRx PO Box 650540, Dallas, TX 75265-0540

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

## 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.