

Helpful plan information

Employer Points of Contact		
Contact	Phone/Fax	Responsibilities
Enrollment and Billing Representative	Phone: 1-888-320-3316 Fax: 1-800-329-9093	• Enrollment and premium invoice questions • Group Administration Portal questions • eBill • Electronic enrollment discrepancies • Paper enrollment add/change
Client Manager	Contact your Client Manager or the Small Business Unit at 1-800-972-4191	• Benefit changes • Renewal rates • Open enrollment
Cancellation of Group Coverage requires written notification be received sixty (60) days prior to your group's cancellation date. Written notification should include your group number, effective date of cancellation, reason for cancellation and signature of an authorized representative of your group. Failure to send proper and timely notification will result in additional billed premium.		Mail to: United Concordia Companies, Inc. Attn: Enrollment & Billing 1800 Center Street Suite 2B 220 Camp Hill, PA 17011
Employer Self-Service		
Group Administration Portal For assistance registering 1-888-320-3316	unitedconcordia.com • Employer Resource Center Box • 24/7 access	• Connect to eBill • View, add, change or delete enrollment • View and download roster • Pay bills and set up recurring payments • Request ID cards • View and print ID cards
Billing		• Invoice guide • Enrollment and Billing guide
Premium Payments		• Enrollment and Billing guide <i>Paying by check? Send your payments to the address listed on your remittance slip.</i>
Forms		• Print enrollment, claims, HIPAA authorization, dependent certification
Member Self-Service		
Member Dental Customer Service	FFS: 1-800-332-0366 DHMO: 1-866-357-3304 Email: Select 'Contact Us' at top of website unitedconcordia.com	• Enrollment, benefit and claim inquiries • Request ID cards
Find a Dentist	unitedconcordia.com • Login/Create an Account • 24/7 access	• Select your network
My Dental Benefits		• Register • Print virtual ID card • Claim status • View explanation of benefits • Nominate your dentist to be in network
Claims	FFS Mail to: United Concordia Claims PO Box 69421 Harrisburg, PA 17106-9421	DHMO Mail to: United Concordia Claims PO Box 69422 Harrisburg, PA 17106-9421