

Employer Points of Contact		
Contact	Phone/Fax	Responsibilities
Enrollment & Billing Representative	(p) 1-888-320-3316, option 4 (f) 1-800-329-9093	<ul style="list-style-type: none"> <li>Enrollment and premium invoice questions</li> <li>Account Management Portal questions</li> <li>eBill</li> <li>Electronic enrollment discrepancies – if your enrollment is sent electronically</li> <li>Paper enrollment add/change/term</li> </ul>
Client Manager	Contact your Client Manager or the Small Business Unit at <b>1-800-972-4191, option 4</b>	<ul style="list-style-type: none"> <li>Benefit changes</li> <li>Renewal rates</li> <li>Open enrollment</li> </ul>
Cancellation of Group Coverage requires written notification be received sixty (60) days prior to your group's cancellation date.		<b>Fax:</b> 1-800-329-9093
Written notification should include your group number, effective date of cancellation, reason for cancellation and signature of an authorized representative of your group.		<b>Mail to:</b> United Concordia Companies, Inc. Attn: Enrollment & Billing 4401 Deer Path Road Harrisburg, PA 17110
<b>Failure to send proper and timely notification will result in additional billed premium.</b>		

Employer Self Service		
Account Management Portal For assistance registering 1-888-320-3316, option 4	<a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> Employer Tab <b>24 X 7 access</b>	<ul style="list-style-type: none"> <li>Connect to eBill</li> <li>View, add, change or delete enrollment</li> <li>View and download roster</li> <li>Pay bills &amp; set up recurring payments</li> <li>Request id cards</li> </ul>
Billing		<ul style="list-style-type: none"> <li>Invoice Guide</li> <li>Enrollment &amp; Billing Guide</li> </ul>
Forms		<ul style="list-style-type: none"> <li>Print enrollment, claims, HIPAA authorization, dependent certification</li> </ul>
Member Self Service		
Member Dental Customer Service	<b>FFS</b> 1-800-332-0366 <b>DHMO</b> 1-866-357-3304 <b>Email</b> – Select 'Contact' at top of website <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a>	<ul style="list-style-type: none"> <li>Enrollment, benefit and claim inquiries</li> <li>Request id cards</li> </ul>
Find a Dentist	<a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> Member Tab <b>24 X 7 access</b>	<ul style="list-style-type: none"> <li>Select your network</li> </ul>
My Dental Benefits		<ul style="list-style-type: none"> <li>Register</li> <li>Print virtual ID card</li> <li>Claim status</li> <li>View explanation of benefits</li> <li>Nominate your dentist</li> </ul>
Claims		<b>Mail to:</b> United Concordia Claims PO Box 69421 Harrisburg, PA 17106-9421