

# Contact Us



Excellent customer service through effective communication with our clients – it's who we are. We're committed to answering your questions quickly. Whether you're a health insurance shopper, current customer, or broker, we can help you find the information you need.

## IF YOUR CARD IS ISSUED BY:

- Golden Rule Insurance Company
- UnitedHealthcare Life Insurance Company (UHCLIC)
- Oxford Health Insurance, Inc. (NJ)

## CONTACT US BY:

### • Phone

1-800-657-8205

Monday through Friday, 8 a.m. to 6 p.m. ET

### • Interactive Voice Response (IVR) Automated System

Monday through Friday, 5 a.m. to 11:59 p.m. ET

Saturday, 5 a.m. to 7:57 p.m. ET

### • Secure Messaging

If not already registered, click the Register Now button to get started. You will need your ID number found on your ID card or policy documents to validate your account. Once registered, you can sign in at any time and select the Send a Secure Message link to send your questions and comments.

### • Mail / FAX

#### o Claims

- Claims Department  
PO Box 31374  
Salt Lake City, UT 84131-0374  
EDI #37602
- Claims Only Fax – 1-801-478-7581  
(Medical, Drug, and Smart Guard claims can be faxed to this number.)

#### o Premium Payments & Correspondence

- Policy Administration  
PO Box 31372  
Salt Lake City, UT 84131-0372
- Fax – 1-801-478-5461  
(Name/address/bank changes, add/delete dependents, and cancellation request can be faxed to this number.)



