





Member Contact Information

Vimly Benefit Solutions Inc		
Phone (toll-free): 877-694-8291 Vimly Benefit Solutions, Inc. PO Box 6 Mukilteo, WA 98275 Fax: 866-867-2752 E-mail: agc@vimly.com	<ul style="list-style-type: none"> Billing Questions Eligibility Questions Employee Enrollments COBRA Administration CDHP Administration 	
Medical/Rx Customer Service		
Phone (toll-free): 800-357-0978 <u>Mon-Fri: 8am to 8pm (Eastern)</u> Website: www.myuhc.com United Healthcare, Attn: Claims PO Box 30555 Salt Lake City, UT 84130 Fax: 801-567-5499 OptumRx Customer Service (toll-free): 800-788-7871	<ul style="list-style-type: none"> Claim & Benefit Questions Verify Eligibility Request ID Cards Physician Verification Prescription Administration EAP 	
United Behavioral Health - "AGC Health Trust Oregon" is the Group		
Phone (toll-free): 800-557-5745 Website: www.liveandworkwell.com <u>Mon-Fri: 8am to 5pm (Central)</u>	<ul style="list-style-type: none"> Provides free, confidential online access to member's benefits, including tools, information and resources to help enhance member's health, work and life 	
Employee Assistance Program - "AGC Health Trust Oregon" is the Group		
Phone (toll-free): 888-887-4114 Website: www.myuhc.com <ul style="list-style-type: none"> Counselor (prompt 2), Hours: 24/7 Legal (prompt 3), Hours: 6am to 6pm (Pacific) 	Employer support available: <ul style="list-style-type: none"> Management Consultations Critical Incident Stress Management Onsite Wellness, Health and Well-Being Training 	Employee support available: <ul style="list-style-type: none"> Master's Level Counselors Legal/Financial Assistance Health Information Library
Provider Search: members will need to select United Healthcare at: https://www.providerlookuponline.com/UHC/po7/Search.aspx		
Dental Customer Service		
Phone (toll-free): 800-547-9515 Website: www.standard.com <u>Mon-Thur: 5am to 10pm (PST) Fri: 5am to 4:30pm (PST)</u> Claim Submission Address: Group Claim Office PO Box 82622 Lincoln, NE 68501 Fax: 402-467-7336 Dentist Electronic Submittal Payor #93024	<ul style="list-style-type: none"> Separate ID Card Produced Claim Questions Benefit Questions Verify Eligibility Physician Verification Notification of Upcoming Service Pre-Service Payment Estimate 	
	Provider Search: https://www.standard.com/individual/insurance/group-dental	
Vision Customer Service		
Phone (toll-free): 800-877-7195 Website: www.vsp.com <u>Mon-Fri: 5am to 7pm (PST)</u> Out of Network Claim Submission: VSP PO Box 997105 Sacramento, CA 95899-7105	<ul style="list-style-type: none"> Claim Questions Benefit Questions Verify Eligibility Physician Verification Notification of Upcoming Service Pre-Service Payment Estimate 	
	Provider Search: https://www.vsp.com/find-eye-doctors.html Network: Choice	
 Customer Service: (800) 286-1129 www.lifebalanceprogram.com		