



Answers to your health plan questions



The Pre-Member Assist Line through ADP TotalSource is available year-round to help answer your questions about UnitedHealthcare products and services.

The Pre-Member Assist Line can help you:

- Get answers about medical benefits and coverage policies
- Find out about prescription drug coverage¹
- Locate participating network providers²

Call today

1-866-480-2957, TTY **711**, Monday–Friday, 7 a.m.–8 p.m. CT

- 1** Please let us know you're a “pre-member” seeking benefit information through ADP TotalSource.
- 2** Have the plan code available (UnitedHealthcare example: UHC-CP-BTUD-3000-KY-FL; Neighborhood Health Partnership example: UHCNHP-HSA-BTWT-4000-Copay-SFL*). You can get this code directly from ADP TotalSource.

*In both examples above, the plan code is underlined.

**United
Healthcare**

¹ Information is based on current prescription drug information, and is subject to change.

² Excludes United Behavioral Health.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card Monday through Friday, 8 a.m. to 6 p.m. ET. TTY users can dial 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。

請撥打會員卡所列的免付費會員電話號碼。

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