

# ACEC Life/Health Insurance Trust Contacts



The matrix below will help you determine where to start if you need assistance. If you are not able to get the information you need with the first point of contact, please refer to the second point of contact.

Insured and serviced by:



First point of contact		Second point of contact
<b>UnitedHealthcare Group 2–50 Employees</b>		
<b>Members – look up claims and benefit data including FSA, HRA, Rx, etc.</b>	<a href="http://www.myuhc.com">www.myuhc.com</a> or Health4Me app	Members should call 800.996.6596 (this number could vary, members should check the back of their ID card and enter their subscriber ID information) if unable to get help by visiting myuhc.com®
<b>Members – all other issues</b>	Call 800.996.6596 (this number could vary, members should check the back of their health plan ID card and enter subscriber ID info)	Employer administrator
<b>Employer Administrator – manage enrollment, billing, verify coverage, etc.</b>	<a href="http://www.employerservices.com">www.employerservices.com</a>	Call 800.651.5465 for questions about Employer eServices® portal functionality
<b>Employer Administrator – all other questions including billing questions</b>	Call Customer Service 888.842.4571, say “employer”, enter your policy number and then say “service”.	Contact broker, if applicable. If no broker, contact <a href="mailto:acec_sb_service@uhc.com">acec_sb_service@uhc.com</a> or James Parmeter 218.279.8791, Tonya Rice 952.912.6696, Kevin Miller 952.202.8674
<b>Brokers – quoting tool for groups 2–50, manage ACEC renewals, etc.</b>	United eServices® > <a href="http://www.unitedeservices.com">www.unitedeservices.com</a> – call 866.336.9369 for technical support	For renewals, Renewal Account Executive (RAE) Laura Wiegert, 866.432.5992, x64536 <a href="mailto:laura_wiegert@uhc.com">laura_wiegert@uhc.com</a> Central to Eastern Region  Tiffany Rocha-Landkammer 866.432.5992, x64686 <a href="mailto:tiffany_rocha-landkammer@uhc.com">tiffany_rocha-landkammer@uhc.com</a> Central to Western Region
<b>Brokers – access eligibility and benefit info for groups (groups must authorize access)</b>	<a href="http://www.employerservices.com">www.employerservices.com</a>	Call 800.651.5465 for questions about Employer eServices portal functionality
<b>Brokers – New Business</b>	UnitedHealthcare Sales Representative or <a href="http://www.unitedeservices.com">www.unitedeservices.com</a>	Kaley Krause, 952.912.6784 <a href="mailto:kaley_krause@uhc.com">kaley_krause@uhc.com</a> John Krebsbach 952.912.6785 <a href="mailto:john_krebsbach@uhc.com">john_krebsbach@uhc.com</a>
<b>Brokers – Agent of Record Changes</b>	Laura Wiegert, 866.432.5992, x64536 <a href="mailto:laura_wiegert@uhc.com">laura_wiegert@uhc.com</a> - Central to Eastern Region  Tiffany Rocha-Landkammer 866.432.5992, x64686 <a href="mailto:tiffany_rocha-landkammer@uhc.com">tiffany_rocha-landkammer@uhc.com</a> Central to Western Region	<a href="mailto:acec_sb_service@uhc.com">acec_sb_service@uhc.com</a> or James Parmeter 218.279.8791, Tonya Rice 952.912.6696, Kevin Miller 952.202.8674
<b>Brokers – all other issues</b>	<a href="mailto:acec_sb_service@uhc.com">acec_sb_service@uhc.com</a> or James Parmeter 218.279.8791, Tonya Rice 952.912.6696, Kevin Miller 952.202.8674	Laura Wiegert, 866.432.5992, x64536 <a href="mailto:laura_wiegert@uhc.com">laura_wiegert@uhc.com</a> - Central to Eastern Region  Tiffany Rocha-Landkammer 866.432.5992, x64686 <a href="mailto:tiffany_rocha-landkammer@uhc.com">tiffany_rocha-landkammer@uhc.com</a> Central to Western Region
<b>UnitedHealthcare Group 51+ Employees</b>		
<b>Members – look up claims and benefit data including FSA, HRA, Rx, etc.</b>	<a href="http://www.myuhc.com">www.myuhc.com</a> or Health4Me app	Members should call 800.996.6596 (this number could vary, members should check the back of their ID card and enter subscriber ID information) if unable to get help by visiting myuhc.com
<b>Members – all other questions</b>	Call 800.996.6596 (this number could vary, please check the back of your health plan ID card) and enter subscriber ID info	Contact employer administrator
<b>Employer Administrator – manage enrollment, billing, verify coverage, etc.</b>	<a href="http://www.employerservices.com">www.employerservices.com</a>	Questions for Employer eServices 800.651.5465
<b>Employer Administrator – all other questions</b>	Broker, if applicable. If no broker, contact Tracy Valentine, 414.443.4729 <a href="mailto:tracy_j_valentine@uhc.com">tracy_j_valentine@uhc.com</a> Jon Babler, 414.443.4738 <a href="mailto:jon_m_babler@uhc.com">jon_m_babler@uhc.com</a>	Scott Bolens, 414.443.4747 <a href="mailto:scott_m_bolens@uhc.com">scott_m_bolens@uhc.com</a> Deb Goodman, 813.846.6545 <a href="mailto:deb_goodman@uhc.com">deb_goodman@uhc.com</a>
<b>Brokers – manage ACEC renewals</b>	Scott Bolens, 414.443.4747 <a href="mailto:scott_m_bolens@uhc.com">scott_m_bolens@uhc.com</a> Deb Goodman, 813.846.6545 <a href="mailto:deb_goodman@uhc.com">deb_goodman@uhc.com</a>	Christina Gruter, 954.378.0556 <a href="mailto:cgruter@uhc.com">cgruter@uhc.com</a>
<b>Brokers – access eligibility and benefit info for groups (groups must authorize access)</b>	<a href="http://www.employerservices.com">www.employerservices.com</a>	Questions for Employer eServices 800.651.5465
<b>Brokers – New Business</b>	Please contact your local UnitedHealthcare representative	Kaley Krause, 952.912.6784 <a href="mailto:kaley_krause@uhc.com">kaley_krause@uhc.com</a> John Krebsbach 952.912.6785 <a href="mailto:john_krebsbach@uhc.com">john_krebsbach@uhc.com</a>

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Insured and serviced by:



	First point of contact	Second point of contact
<b>UnitedHealthcare Group 51+ Employees</b>		
<b>Brokers – Agent of Record Changes</b>	Scott Bolens, 414.443.4747 scott_m_bolens@uhc.com Deb Goodman, 813.846.6545 deb_goodman@uhc.com	Tracy Valentine, 414.443.4729 tracy_l_valentine@uhc.com Jon Babler, 414.443.4738 jon_m_babler@uhc.com
<b>Brokers – all other issues</b>	Call 888.UHC.HLP1 (888.842.4571), and enter your CRID code	Tracy Valentine, 414.443.4729 tracy_l_valentine@uhc.com Jon Babler, 414.443.4738 jon_m_babler@uhc.com
<b>UnitedHealthcare Billing</b>	Call Customer Service 1-888-842-4571, say "employer", enter your policy number and then say "service".	Tracy Valentine, 414.443.4729 tracy_l_valentine@uhc.com Jon Babler, 414.443.4738 jon_m_babler@uhc.com
<b>Oxford Health Plans</b>		
<b>Members – Customer Service</b>	Please call 800.444.2413 or refer to the claims address on the back of your member ID card	Employer administrator
<b>Members – look up benefit info</b>	<a href="http://www.oxhp.com">www.oxhp.com</a>	Employer administrator
<b>Employer Administrator – manage enrollment, verify coverage</b>	<a href="http://www.oxhp.com">www.oxhp.com</a>	For website help, call 800.811.0881
<b>Employer Administrator – all other customer service questions (excluding billing)</b>	Broker, if applicable	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com
<b>Employer Administrator - billing questions</b>	Elizabeth Guaglianone, 203.459.6565 eguaglia@uhc.com	Tehreem Elahi, 203.459.7056 telahi@uhc.com
<b>Brokers – quoting tool for groups 2–50, manage ACEC renewals, etc.</b>	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Christina Gruter, 954.378.0556 cgruter@uhc.com
<b>Brokers – Agent of Record Changes</b>	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Mark Zagorski, 414.443.4736 mark_e_zagorski@uhc.com
<b>Brokers</b>	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Mark Zagorski, 414.443.4736 mark_e_zagorski@uhc.com
<b>UnitedHealthcare Specialty Benefits (Life, Dental, and Disability)</b>		
<b>New Specialty Business Sales, Groups 51+</b>	Refer to the UnitedHealthcare new business sales contacts above	
<b>Specialty Business Renewals</b>	Refer to the UnitedHealthcare renewal sales contacts above	
<b>New Specialty Business, Existing Accounts, Sales</b>	Refer to the UnitedHealthcare new business and renewal sales contacts above	
<b>Employer Administrator – manage enrollment, billing, verify coverage, Groups 2-50</b>	acec_sb_service@uhc.com	
<b>Employer Administrator – manage enrollment, billing, verify coverage, Groups 51+</b>	Tracy Valentine, 414.443.4729 tracy_l_valentine@uhc.com Jon Babler, 414.443.4738 jon_m_babler@uhc.com	

The American Council of Engineering Companies (ACEC), the ACEC Life/Health Insurance Trust and UnitedHealthcare Insurance Company are three separate legal operating entities and, as such, the organizations are governed and function independently. UnitedHealthcare's services are provided with the authorization of the ACEC Life/Health Trust. UnitedHealthcare Life and Disability products are provided by UnitedHealthcare Insurance Company; and in California by Unimerica Life Insurance Company; and in New York by Unimerica Life Insurance Company of New York. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affi