

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

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
UnitedHealthcare Group 51+ Employees		
Brokers – Agent of Record Changes	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
Brokers – all other issues	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
UnitedHealthcare Billing	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
Oxford Health Plans		
Members – Customer Service	Please call 800.444.2413 or refer to the claims address on the back of your member ID card	Employer administrator
Members – look up benefit info	www.oxhp.com	Employer administrator
Employer Administrator – manage enrollment, verify coverage	www.oxhp.com	For website help, call 800.811.0881
Employer Administrator – all other customer service questions (excluding billing)	Broker, if applicable	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com
Employer Administrator - billing questions	Elizabeth Guaglianone, 203.459.6565 eguaglia@uhc.com	Tehreem Elahi, 203.459.7056 telahi@uhc.com
Brokers – quoting tool for groups 2–50, manage ACEC renewals, etc.	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Christina Gruter, 954.378.0556 cgruter@uhc.com
Brokers – Agent of Record Changes	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Mark Zagorski, 414.443.4736 mark_e_zagorski@uhc.com
Brokers	Michael Ahlman, 888.200.1151, x3065123 michael_s_ahlman@uhc.com	Mark Zagorski, 414.443.4736 mark_e_zagorski@uhc.com
UnitedHealthcare Specialty Benefits (Life, Dental, and Disability)		
New Specialty Business Sales, Groups 51+	Refer to the UnitedHealthcare new business sales contacts above	
Specialty Business Renewals	Refer to the UnitedHealthcare renewal sales contacts above	
New Specialty Business, Existing Accounts, Sales	Refer to the UnitedHealthcare new business and renewal sales contacts above	
Employer Administrator – manage enrollment, billing, verify coverage, Groups 2-50	acec_sb_service@uhc.com	
Employer Administrator – manage enrollment, billing, verify coverage, Groups 51+	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