***This process is only applicable for Optum EAP Employees and their dependents. For all others, please request an activation through the Live and Work Well site or by calling (866)781-6396***

To start the activation process to access your EAP visits please complete the template below and email to [eap\_employees@optum.com](mailto:eap_employees@optum.com)

Your EAP activation info will be sent to you via secure email. Please note, EAP benefits are only good for in-network clinicians and cover PhD and Masters level clinicians. Please visit the provider database on LWW to locate in-network clinicians.

For claims to process correctly, providers **must** submit with ID: 9+Member DOB (MMDDYYYY).

(E.g. 911271985). Page 2 may be printed and shared with your provider.

If there are any challenges finding an in-network provider, please send an email describing your issues to the mailbox listed above. Note – all emails from Optum will come via secure email.

\*\*If you are seeking services for yourself, please complete Section A. If you are seeking services for a family member complete Section A and B.\*\*

***Section A:***

Employee Information

Name:

Address:

Email:

Date of Birth:

Department:

Presenting Concern:

***Section B:***

Name of person accessing services:

Relationship to employee/subscriber:

Email address for person accessing service:

\*If it is a minor no email required because auth will come via US mail

Date of Birth of person accessing service:

Address of person accessing service if not same as above:

Presenting Concern:

Please ensure your EAP provider is In-Network.

If you have UnitedHealth Care health insurance benefits and would like to access your behavioral health benefits confidentially, please call (800) 548-6549 extension 38045.

For benefit claims inquiries/escalations, please refer to our claims department at 866-781-6396.

\*Please provide these instructions with your activation letter to the provider for billing.

Submit using member ID: 9+DOB (MMDDYYYY). (E.g. 911271985).

For fastest processing of EAP claims, submit claims at [www.providerexpress.com](http://www.providerexpress.com)

If you choose to submit paper claims, you may do so using a standard CMS 1500, including the HJ

modifier after each CPT code.

Paper claims **must** be mailed to: ***(please take note of non-standard UBH Claims address)***

UHC Employee Claims

PO Box 740800

Atlanta, GA 30374

When claims are submitted, the following CPT codes may be used:

90832HJ, 90834HJ, 90846HJ, 90847HJ and 90853HJ.

For additional claims assistance, contact us at 1-800-548-6549 ext. 37995