

# We're here to help

Use this quick reference guide to help you find the information you need to meet the needs of your patients and practice.

	spectera.com	Customer Service 800-638-3120	Lab Network Customer Service 800-638-9382
Verify member eligibility, benefit information and benefit summary	✓	✓	
Claim submission and status	✓	✓	
Place new materials orders	✓	✓	
Materials order status and remakes			✓
Order shipping labels	✓		✓
Enroll and view electronic payments	✓		
Find frequently used forms	✓		
Update provider profile information	✓	✓	
Get answers to general questions	✓	✓	

#### UnitedHealthcare Customer Service

800-638-3120

Monday–Friday, 8 a.m.–11 p.m. ET

Saturday, 9 a.m.–8 p.m. ET

#### Lab Network Customer Service

800-638-9382

Monday–Friday, 8 a.m.–8 p.m. ET

Saturday, 10 a.m.–4 p.m. ET

#### Paper Claim Submission

P.O. Box 30978

Salt Lake City, UT 84130

Fax: 248-733-6060

#### Accounts Receivable

10175 Little Patuxent

Columbia, MD 21044

Remit payments for copays, lens options, frame overages, balances due on statements

#### EDI Enrollment (electronic claims)

OptumInsight

800-341-6141, option 2

#### Optum Pay Enrollment

(electronic payments)

877-620-6194