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 coverage[1]
- Locate participating network providers[2]

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