



CPC Carolina, LLC
UMR Customer # 76-416721
UHC Customer # 934588



Undoubtedly, members will have questions regarding UMR. Please direct all members to call Customer Service at call 800-826-9781 or log into www.umar.com for any questions regarding benefits, claims, eligibility, or provider search. If the member is unable to resolve their concern with Customer Service and requests additional assistance from you, please contact the appropriate individuals listed below.

UMR

Name	Title	Function/Description	Direct Phone	Email Address
Terri Rowland	Strategic Account Executive	Plan Performance reviews, renewals, agreements, plan changes, new products, escalated issues	859-825-6161	terri.rowland@umar.com
Kim Williams	Field Account Manager	Assists with monitoring/resolving customer service issues, report requests, and overall plan set-up	859-825-6142	kim_t_williams@umar.com
Tiana Donovan	Operation Service Manager	Day-to-day questions regarding benefits, medical claims and customer service	952-251-4971	tiana_donovan@umar.com
Jenny Weigel	Banking Coordinator	Day-to-day contact for all banking related or check register issues	763-347-6070	jennifer.weigel@umar.com
Jennifer Colwe	Billing Technician	Generates monthly UMR administrative invoice. Day-to-day contact for any billing questions or issues	501-369-6092	jennifer_s_colwe@umar.com
Brittany Gilliland	Electronic Eligibility Specialist	Day-to-day contact for all electronic eligibility files/communication with external elig file vendors	763-348-6208	brittany_gilliland@umar.com
Anitra Lara-Smith	Enrollment Specialist	Medical enrollment, eligibility administration	501-369-6012	anitra.lara-smith@umar.com
Leslie Roberts	CARE Consultant	Overall service, design and performance of Utilization and Case Management.	763-361-2833	leslie.roberts@umar.com
Heather Thompson	CARE Support Specialist	Overall Care Management Account Management	763-910-9667	heather.thompson@umar.com
UMR Pre-Auth/Case Mgmt			866-494-4502	
Subrogation Post Payment			952-205-0643	umsubroquestions@optum.com
Subrogation Prepayment			920-661-4323	umrprepayment@umar.com
Optum Bank	Broker Employer Service Team		866-234-8913, option 4	hsagroup@optumbank.com
UHC Vision	UHC Specialty Mailbox			specialty_client_services@uhc.com

OptumRx

Name	Title	Function/Description	Direct Phone	Email Address
Matt Richmond	Strategic Account Executive	Overall service, design and satisfaction	952-251-0899	matthew.richmond@optum.com
Hannah Beard	CARE Specialist	Day-to-day Member Issues	952-251-3386	Optumrxumr5@optum.com
Cheryl Brown	Pharmacy Service Specialist		763-732-6563	cheryl.a.brown@optum.com

CPC Carolina, LLC 680 Edgefield Road Cowpens, SC 29330

Name	Title	Function/Description	Direct Phone	Email Address
Kassie Celsor	Human Resources		270-266-4034	kcelsor@cpfeeds.com

Bim Group, 1151 Red Mile Road, Lexington, KY 40504

Name	Title	Function/Description	Direct Phone	Email Address
Benji Marrs	Broker		859-255-9455 x103	benji@bimgroup.us
Tracy Whipple	Account Manager		859-255-9455 x113	tracy@bimgroup.us
Ashley McCollum	Account Coordinator		859-255-9455 x138	ashley@bimgroup.us