Market Profile Key:

Market Name: The markets name or name commonly used when referring

to a large region we serve.

Other Names / Identifiers: Labels that may appear in Ubiquity chart headings.

Market / Market Mailbox: Mailboxes used on-site at specific market / metro locations

Market Nuances:

Specific market call flows and nuances are listed in the "Call Transfer Flow" section of the PCC Training Manual. A "Market Nuances" note indicates additional information is available in that section.

Market Hours: Monday – Friday

8:30 AM - 5:30 PM (Local Time)

National Time Zone Map:



Pacific	Mountain	Central	Eastern
(PST)	(MST)	(CST)	(EST)
7:00 AM	8:00 AM	9:00 AM	10:00 AM



Market Quick Select

AL – Alabama	MI – Detroit			
AR – Arkansas	MI – East Michigan			
AR/ MO – Ozarks	MI – West Michigan			
AZ – Phoenix, Tucson	MN – Minnesota			
CA – El Segundo	MO / IL - Greater St. Louis			
CA – Inland Empire	MS – Mississippi			
CA - NorCal (Bay Area + Sacramento)	NC - East North Carolina			
CA – San Diego	NC – West North Carolina			
CO – Denver	NJ – New Jersey			
CT – Connecticut	<u>NY – Albany</u>			
DE / PA – Mid-Atlantic North	NY – Buffalo			
FL – Fort Myers	NY – Central New York			
FL – Gainesville	NY – NYC Metro			
FL – Jacksonville	OH / KY- Greater Cincinnati			
<u>FL – Miami</u>	OH – Greater Cleveland / Columbus			
<u>FL – Orlando</u>	OK – Oklahoma City / Tulsa			
FL – Pensacola	OR / WA – Greater Northwest			
<u>FL – Tampa</u>	SC – South Carolina			
<u>GA – Atlanta</u>	TN – Chattanooga			
<u>GA – Macon</u>	TN – Knoxville			
<u>GA – Valdosta</u>	TN – Memphis			
<u>IA – Des Moines</u>	TN – Nashville			
IA / IL – Cedar Rapids	TN - Tri-Cities			
<u>IL – Chicago</u>	TX – Houston			
<u>IN – Indiana</u>	TX - North Central Texas			
KS / MO – Kansas City	TX – San Antonio			
KY – Kentucky	<u>UT – Utah</u>			
MA / NH / ME - Northwest New England	WA - Puget Sound / Seattle			
MA / RI - Southeast New England	<u>WI – Wisconsin</u>			
MD / VA – Mid-Atlantic South				



Landmark Health Markets

Alabama Time Zone (CST)

AL

Birmingham, Mobile. Montgomery, Dothan, Huntsville

Birmingham Office 300 Vestavia Parkway

Suite 2300

Birmingham, AL 35216

Mobile Office

3205 Westside Park Mobile, AL 36695

Phone: (866) 607-0648 Fax: (844) 901-9447

Phone:

Fax:

Phone:

Fax:

Outreach: (251) 255-7367

Outreach: 334-218-4495

Outreach: (205) 745-5685

(866) 607-2869

(844) 901-9446

(866) 607-1498

(844) 901-9448

Montgomery Office 7480 Halcvon Point Drive

Suite 300

Montgomery, AL 36117

Market Skills:

(pending)

LM1 Clinical Skills:

L Birmingham: (205) 421-3421 **L** Mobile: (251) 206-5966

Triage Skills:

(pending)

Emails:

Birmingham Market call center birmingham@optum.com

Mobile Market call_center_mobile@optum.com

Montgomery Market call center montgomery@optum.com Birmingham Triage birminghamtriage@landmark.pure.cloud

mobiletriage@landmark.pure.cloud Mobile Triage

montgomerytriage@landmark.pure.cloud Montgomery Triage

Birmingham_LocalOutreach@landmarkhealth.org Birmingham Local Outreach

Mobile Local Outreach Mobile_LocalOutreach@landmarkhealth.org

Montgomery Local Outreach Montgomery_LocalOutreach@landmarkhealth.org

(outreach emails are temporary)

Cheat Sheets:

PDF Birmingham Cheat Sheet.pdf

Mobile Cheat Sheet.pdf

Montgomery Cheat Sheet.pdf

Last Updated: 5/19/2024

Arkansas Time Zone (CST)

 AR

Heartland Market

Arkansas Office Phone: (833) 365-0941 Market Skills:

425 W. Capitol Ave NE (pending)

Suite 345 (833) 387-6679 LM1 Clinical Skills:

Little Rock, AR 72201 SW

Fax: (855) 362-0782

Outreach: (913) 971-0282 Cozarks: (479) 588-2779

Triage Skills:

(pending) **Emails:**

Arkansas Market call center arkansas@optum.com

Northeast Triage nearkansastriage@landmark.pure.cloud Southwest Triage swarkansastriage@landmark.pure.cloud Heartland Outreach hbmc arlocaloutreach@ds.uhc.com

Cheat Sheets:

Arkansas Cheat Sheet.pdf

Ozarks Time Zone (CST)

AR / MO

Heartland Market

Arkansas Office Market Skills: Phone: (833) 358-0017

6860 W 115th Street (pending)

Overland Park, KS 66211 (855) 362-0782 Fax: LM1 Clinical Skills:

> **(**479) 588-2779 Outreach: (913) 971-0282 Triage Skills:

(pending) **Emails:**

Pending (use state-specific call center mailboxes for now) Ozarks Market

Ozarkstriage@landmark.pure.cloud Ozark Triage MO

OzarkstriageAR@Landmark.pure.cloud Ozark Triage AR

hbmc arlocaloutreach@ds.uhc.com Heartland Outreach

Cheat Sheets:

Arkansas Cheat Sheet.pdf

Last Updated: 5/19/2024

AZ Arizona Time Zone (MST)

Phoenix, Tuscon

Phoenix Phone: Market Skills: (602) 412-1040 2828 N. Central Avenue (pending) Fax:

Suite 829

Phoenix, AZ 85004

(855) 299-2190 LM1 Clinical Skills:

> C Phoenix: (623) 387-9524

Tucson Phone: (520) 640-3744

Fax:

6700 E. Speedway Blvd.

Suite 105

Tucson, AZ 85710

Triage Skills: (833) 983-2843 (pending)

Emails: Outreach: 602-412-1043

Arizona Market call_center_arizona@optum.com phoenixtriage@landmark.pure.cloud Phoenix Triage **Tucson Triage** tucsontriage@landmark.pure.cloud Local Outreach HBMC-ArizonaOutreach@ds.uhc.com

Cheat Sheet:

Phoenix Cheat Sheet.pdf

Tucson Cheat Sheet.pdf

El Segundo Time Zone (PST)

Phone: Market Skills: (323) 628-8670

Los Angeles Office 2101 Rosecrans Ave

Suite 3230

El Segundo, CA 90245

Fax: (855) 883-6300 (pending) LM1 Clinical Skills:

L Los Angeles: (323) 402-4772

CA

Triage Skills:

(pending)

Emails: Outreach: (909) 491-3191

El Segundo Market call center california@optum.com

losangelestriage@landmark.pure.cloud El Segundo Triage

Local Outreach SoCalLocalOutreach@landmarkhealth.org (temporary)

Cheat Sheets:

El Segundo Cheat Sheet.pdf

Last Updated: 5/19/2024

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Inland Empire Time Zone (PST)

CA

Ontario Office 3401 Centre Lake Dr.

Suite 650

Ontario, CA 91761

Phone: (909) 566-0445

Fax: (844) 452-2909 Market Skills:

(pending)

LM1 Clinical Skills:

(909) 491-3660

Triage Skills:

(pending)

Emails: Outreach: (909) 491-3191

Inland Empire Market call center california@optum.com

Inland Empire Triage inlandempiretriage@landmark.pure.cloud

Local Outreach SoCalLocalOutreach@landmarkhealth.org (temporary)

Cheat Sheets:



Inland Empire Cheat Sheet.pdf

Bay Area / Sacramento Time Zone (PST)

CA

NorCal

Market Skills: **Bay Area Office** Phone: (650) 826-2945 395 Oyster Point Blvd (pending) (844) 832-6330 Fax:

Suite 512

San Francisco, CA 94080

LM1 Clinical Skills:

L Bay Area: (650) 826-2940 **** Sacramento: (916) 250-2982

Sacramento Office 1451 Riverpark Dr

Suite 260

Sacramento, CA 95815

Phone: (916) 250-2057 Fax: (844) 813-6742

Triage Skills:

(pending)

Emails: Outreach: (650) 457-1662

Market Mailbox call center california@optum.com Bay Area Triage bayareatriage@landmark.pure.cloud Sacramento Triage sacramentotriage@landmark.pure.cloud

Local Outreach NorCal_localoutreach@landmarkhealth.org (temporary)

Cheat Sheet:



NorCal (Sacramento) Cheat Sheet.pdf

Markets Summary

Last Updated: 5/19/2024

San Diego Time Zone (PST)

CA

Market Skills: San Diego Office Phone: (877) 260-2261 (pending) 9665 Chesapeake Fax:

Suite 350

San Diego, CA 92123

(844) 813-6746

LM1 Clinical Skills:

(619) 343-3085

Triage Skills:

(pending)

Emails:

Outreach: (650) 457-1662

call_center_california@optum.com San Diego Market sandiegotriage@landmark.pure.cloud San Diego Triage

Local Outreach NorCal_localoutreach@landmarkhealth.org

(temporary)

Cheat Sheets:

San Diego Cheat Sheet.pdf

Denver Time Zone (MST)

CO

Colorado, Great Plains

Market Office Phone: (855) 783-9545 Market Skills: 1707 Cole Blvd (pending)

Suite 100

Golden, CO 80401

(855) 252-0511 LM1 Clinical Skills:

> **(**720) 994-3094 **Triage Skills:**

(pending)

Outreach: (720) 383-4979 **Emails:**

Fax:

Denver Market call_center_denver@optum.com denvertriage@landmark.pure.cloud Denver Triage

Local Outreach HBMC-GreatPlainsOutreach@ds.uhc.com

Cheat Sheets:

Denver Cheat Sheet.pdf

Last Updated: 5/19/2024

Connecticut Time Zone (EST)

CT

Hartford, New Haven

Connecticut Office Phone: (877) 255-3259 **Market Skills:** Mezz Level 20 Church St. (pending) Fax: (833) 983-2041

Hartford, CT 06103

Outreach: (203) 405-8844

LM1 Clinical Skills: **C**T: (860) 215-3275

Triage Skills: (pending)

Emails:

call_center_connecticut@optum.com Connecticut Market Connecticut Triage hartfordtriage@landmark.pure.cloud Local Outreach HBMC-CTCHAs@ds.uhc.com

Cheat Sheets:

Connecticut Cheat Sheet.pdf

Mid-Atlantic North Time Zone (EST)

DE / PA

Central PA, Harrisburg, Pittsburgh, Philadelphia, Dover

Harrisburg Office Phone: (877) 257-2192 Market Skills: 2401 Park Drive Fax: (pending) (844) 803-8108

Harrisburg, PA 17110

LM1 Clinical Line: Pittsburgh Office Phone: (833) 202-5492

Central PA: (717) 743-1773 2 Alleghany Center **L** Pittsburgh: (412) 228-4132 Fax: (833) 983-2849 Suite 600

L Dover: (302) 396-6787 Pittsburgh, PA 15212 **Triage Skills:**

(pending)

Outreach: (717) 732-4764 **Emails:**

Dover Market call_center_dover@optum.com Pennsylvania Market call_center_centralpa@optum.com **Dover Triage** dovertriage@landmark.pure.cloud Pennsylvania Triage centralpatriage@landmark.pure.cloud Pittsburgh Triage pittsburghtriage@landmark.pure.cloud

Local Outreach NoMA CHA@ds.uhc.com

Cheat Sheets:

East Central PA Cheat Sheet.pdf

PDF Pittsburgh Cheat Sheet.pdf

Philadelphia Cheat Sheet.pdf

Dover Cheat Sheet.pdf



Last Updated: 5/19/2024

Fort Myers Time Zone (EST)

FL

South Florida

Fort Myers Office Phone: (239) 955-6005 13751 Metropolis Avenue

Fax: (833) 886-3443

Ft. Myers FL 33912 Outreach: (239) 955-6004

Market Skills:

(pending)

LM1 Clinical Skills:

((239) 955-6005

Triage Skills:

(pending)

Emails:

call center fortmyers@optum.com Fort Myers Market Fort Myers Triage fortmyerstriage@landmark.pure.cloud Local Outreach Fortmyers Localoutreach@optum.com

Cheat Sheets:



Fort Myers Cheat Sheet.pdf

Gainesville Time Zone (EST)



North Florida

Market Skills: Gainesville Office Phone: (833) 435-1759

(pending) 603 East Fort King St. Fax: (866) 731-1926 Ocala FL 34471

LM1 Clinical Skills:

(352) 810-4248 Outreach: (352) 810-4247 **Triage Skills:**

(pending)

Emails

Gainesville Market call_center_gainesville@optum.com

gainesvilletriage@landmark.pure.cloud Gainesville Triage

Local Outreach Gainesville LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:



Gainesville Cheat Sheet.pdf

Markets Summary

Last Updated: 5/19/2024

Jacksonville Time Zone (EST)

FI

North Florida

Market Skills: Jacksonville Office Phone: (833) 435-1749 10151 Deerwood Park Blvd. (pending) Fax: (866) 731-2058

Bldg. 300, Suite 310 LM1 Clinical Skills: Outreach: (904) 902-5811 Jacksonville, FL 32256 **(**904) 902-5812

Triage Skills:

(pending) **Emails:**

Jacksonville Market call center jacksonville@optum.com Jacksonville Triage jacksonvilletriage@landmark.pure.cloud

Local Outreach Jacksonville_LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:

Jacksonville Cheat Sheet.pdf

Miami Time Zone (EST)

FL

South Florida

Market Skills: Miami Office Phone: (786) 840 3865 955 South Federal Hwy. Fax: (833) 886-3441

Suite 215

Outreach: (786) 840-3861 Fort Lauderdale, FL 33316

(pending)

LM1 Clinical Skills:

(786) 840-3865

Triage Skills:

(pending)

Emails:

Miami Market call_center_miami@optum.com miamitriage@landmark.pure.cloud Miami Triage Miami localoutreach@optum.com Miami Local Outreach

Cheat Sheets:



Miami Cheat Sheet.pdf

Markets Summary

Last Updated: 5/19/2024

Orlando Time Zone (EST)

FL

North Florida

Market Skills: **Orlando Office** Phone: (833) 435-1730 (pending) 6545 Corporate Centre Blvd Fax: (866) 943-6552

Suite 240

Outreach: (407) 641-0482 Orlando, FL 32822

LM1 Clinical Skills:

(407) 641-0483 Triage Skills:

(pending) **Emails:**

Orlando Market call_center_orlando@optum.com orlandotriage@landmark.pure.cloud Orlando Triage

Orlando_LocalOutreach@landmarkhealth.org_(temporary) Local Outreach

Cheat Sheets:

Orlando Cheat Sheets.pdf

Pensacola Time Zone (EST)

FL

North Florida

Market Skills: Pensacola Office Phone: (833) 435-1723 (pending) 35 W. Maxwell St Fax: (833) 886-3444

Ste. 250 Outreach: (850) 824-6705

Pensacola, FL 32501

LM1 Clinical Skills:

(850) 824-6706

Triage Skills: (pending)

Emails:

Pensacola Market call_center_pensacola@optum.com Pensacola Triage pensacolatriage@landmark.pure.cloud

Local Outreach Pensacola_LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:



Pensacola Cheat Sheet.pdf

Last Updated: 5/19/2024

Tampa Time Zone (EST)

FΙ

South Florida

Market Skills: **Tampa Office** Phone: (813) 921-6706 5130 Sunforest Drive (pending) Fax: (833) 886-3442

Suite 200

Outreach: (239) 955-6004 Tampa, FL 33634

LM1 Clinical Skills:

(813) 921-6706 Triage Skills:

(pending)

Emails:

call_center_tampa@optum.com Tampa Market tampatriage@landmark.pure.cloud Tampa Triage Local Outreach Tampa Localoutreach@optum.com

Cheat Sheets:

Tampa Cheat Sheet.pdf

Atlanta Time Zone (EST)

GA

Atlanta Office Phone: (404) 282-0748 Market Skills: 2100 RiverEdge Pkwy Fax: (844) 732-0498

Suite 600

Atlanta Shipping Office

2100 RiverEdge Pkwy

Suite 500 5th Floor Atlanta GA, 30328

Atlanta GA, 30328

Outreach: (404) 282-0794

(pending)

LM1 Clinical Skills:

(404) 692-6804 Triage Skills:

(pending)

Emails:

Atlanta Market call_center_georgia@optum.com Atlanta Triage atlantatriage@landmark.pure.cloud

Local Outreach Atlanta_localoutreach@landmarkhealth.org

Cheat Sheets:



Atlanta Cheat Sheet.pdf

Last Updated: 5/19/2024

Macon Time Zone (EST)

GA

Macon Office Phone: (833) 417-5596 Market Skills:

Warner Robins, GA 31088 **Outreach**: (404) 282-0794

LM1 Clinical Skills:

(470) 632-3272 Triage Skills:

(pending)

(pending)

Emails:

Macon Market <u>call_center_georgia@optum.com</u>

Macon Triage <u>macontriage@landmark.pure.cloud</u>

Local Outreach Atlanta_localoutreach@landmarkhealth.org

Cheat Sheets:

PDF

Macon Cheat Sheet.pdf

Valdosta Time Zone (EST)

GA

(No Address Available) Phone: (No Phone Available) Market Skills:

Fax: (No Fax Available)

Outreach: (No Phone Available)

(pending)

LM1 Clinical Skills:

((229) 795-1255

Triage Skills:

(pending)

Emails:

Valdosta Market <u>call_center_georgia@optum.com</u>

Valdosta Triage <u>valdostatriage@landmark.pure.cloud</u>

Valdosta Outreach <u>Atlanta_localoutreach@landmarkhealth.org</u>

Cheat Sheets:

PDF

Macon Cheat Sheet.pdf

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Des Moines Time Zone (CST)

IA

Heartland Market

Market Office Phone: (515) 531-8013 Market Skills: 1089 Jordan Creek Parkway Fax: (833) 983-2836

Suite 200

West Des Moines IA 50266 Outreach: (515) 531-8011

(pending)

LM1 Clinical Skills:

(515-585-0610

Triage Skills:

(pending) **Emails:**

Des Moines Market Call_Center_DesMoines@optum.com Des Moines Triage desmoinestriage@landmark.pure.cloud

Heartland Outreach hbmc ialocaloutreach@ds.uhc.com

Cheat Sheets:

Des Moines Cheat Sheet .pdf

Cedar Rapids Time Zone (CST)

IA / IL

Heartland Market

Market Skills: **Market Office Phone:** (515) 531-8013 (pending) 1089 Jordan Creek Parkway Fax: (888) 997-6077

Suite 200

Outreach: (515) 531-8011 West Des Moines IA 50266

LM1 Clinical Skills: LA: (319) 209-5192

L: (319) 531-9313

Triage Skills: Emails:

(pending)

Cedar Rapids Market Call_Center_CedarRapids@optum.com Cedar Rapids IA Triage cedarrapidsiatriage@landmark.pure.cloud Cedar Rapids IL Triage cedarrapidsiltriage@landmark.pure.cloud Local Outreach hbmc_ialocaloutreach@ds.uhc.com

Cheat Sheets:



Cedar Rapids Cheat Sheet .pdf

Last Updated: 5/19/2024

Chicago Time Zone (CST)

IL

IN

Illinois / IL Market

Market Office (773) 840-1339 Phone: Market Skills: 2655 Warrenville Rd. Fax: (855)-273-3924

Suite 500

Outreach: (773) 840-1343 Downers Grove, IL 60515

(pending)

LM1 Clinical Skills:

(773) 219-2436 **Triage Skills:**

(pending) **Emails:**

Chicago Market call_center_chicago@optum.com

Triage chicagotriage@landmark.pure.cloud

Local Outreach Chi_LocalOutreach@landmarkhealth.org (temporary)

Cheat Sheets:

Chicago Cheat Sheet.pdf

Indiana Time Zone (EST

Indianapolis, Fort Wayne

Indianapolis Office Market Skills: Phone: (866) 603-7608

7440 Woodland Drive (pending) Fax: (833) 711-1337 Indianapolis, IN 46278

Outreach: (463) 204-0348

Fort Wayne Office Phone: (866) 603-7606 1690 Broadway

Fax: (833) 983-2037 Ft. Wayne, IN 46802

Outreach: (260) 200-3383

LM1 Clinical Skills:

C Fort Wayne: (260) 215-6295

Triage Skills:

(pending)

Emails:

Indiana Market call center indiana@optum.com

Indianapolis Triage indianapolistriage@landmark.pure.cloud Fort Wayne Triage fortwaynetriage@landmark.pure.cloud Local Outreach LandmarkOhioValleyCHAs@ds.uhc.com

Cheat Sheets:

Indianapolis Cheat Sheet.pdf

Fort Wayne Cheat Sheet.pdf

Last Updated: 5/19/2024

Kansas City Time Zone (CST)

KS / MO

Heartland Market, Kansas City,

Market Office Phone: (833) 358-0017 6860 West 115th Street

Fax: (855) 299-2184 Overland Park, KS 66211

Outreach: (913) 971-0282

Market Skills:

(pending)

LM1 Clinical Skills: **L** KS: (913) 971-0278 **L** MO: (816) 319-2677

Triage Skills:

(pending)

Kansas City Market Call_Center_KansasCity@optum.com

Kansas City KS Triage kansascitykstriage@landmark.pure.cloud Kansas City MO Triage kansascitymotriage@landmark.pure.cloud Heartland Outreach hbmc kcmetrolocaloutreach@ds.uhc.com

Cheat Sheets:

Emails:

Kansas City (KS MO) Cheat Sheet.pdf

Kentucky Time Zone (EST)

KY

Kentucky = Greater Cincinnati, Cincinnati

Kentucky Office Phone: Market Skills: (833) 358-2665 3455 Mill Run Dr.

Fax: (855) 362-0779

Suite 310

Emails:

Hillard, OH 43026 Outreach: (380) 390-3746

(pending)

LM1 Clinical Skills:

Cincinnati: (513) 833-9362 **L** Louisville: (502) 390-2894

Triage Skills:

(pending)

Kentucky Market call_center_cincinnati@optum.com louisvilletriage@landmark.pure.cloud Louisville Triage

Local Outreach LandmarkOhioValleyCHAs@ds.uhc.com

Cheat Sheets:



Greater Cincinnati KY Cheat Sheet.pdf

(pending)

Northwest New England Time Zone (EST)

MA, NH, ME

Northwest Region = Northwest Massachusetts, New Hampshire (Manchester), Maine

Massachusetts Office **Phone:** (877) 255-3259 Market Line: 1400 Computer Dr (pending) Fax: (844) 803-8107 Suite 301 LM1 Clinical Line:

Westborough, MA 01581 **L** MA: (617) 804-2627 **New Hampshire Office Phone:** (833) 233-3989 **L** NH: (617) 804-2548 20 Trafalgar Square **L** ME: (508) 556-1756 Fax: (844) 803-8107 Suite 407 Triage Line:

Nashua, NH 03063 **Maine Office Phone:** (833) 247-9585

778 Main Street Fax (844) 803-8107 South Portland, ME 04106

Emails: Outreach: (617) 804-2519

NW New England Market call_center_nwnewengland@optum.com

call_center_maine@optum.com Maine Market

Massachusetts Triage northcentralmatriage@landmark.pure.cloud New Hampshire Triage newhampshiretriage@landmark.pure.cloud

Maine Triage mainetriage@landmark.pure.cloud

Northwest Local Outreach HBMC-NorthWestNewEnglandCHA@ds.uhc.com

Cheat Sheets:



Northwest New England Cheat Sheet.pdf

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LM1 Clinical Skills:

LM1 Clinical Skills:

L MD: (443) 774-1401

Southeast New England Time Zone (EST)

MA, RI

Southeast Region = Rhode Island

Massachusetts Office Phone: (877) 255-3259 Market Skills: 1400 Computer Dr (pending) Fax: (844) 803-8107 Suite 301

Westborough, MA 01581

L MA: (617) 433-9284 **C** RI: (617) 804-2599 **Phone:** (844) 242-4472 **Rhode Island Office** Triage Skills: 475 Kilvert St. Fax (844) 803-8107 Building B, Ste 310 (pending)

Warwick, RI 02886

Outreach: (508) 301-1645 **Emails:**

SE New England Market call_center_senewengland@optum.com southeastmatriage@landmark.pure.cloud Massachusetts Triage Rhode Island Triage rhodeislandtriage@landmark.pure.cloud

Local Outreach HBMC-SouthEastNewEnglandCHA@ds.uhc.com

Cheat Sheets:

Southeast New England Cheat Sheet.pdf

Mid-Atlantic South Time Zone (EST)

MD, VA

Richmond, Norfolk, Virginia, Maryland, Baltimore

Market Skills: **Maryland Office** Phone: (410) 657-5061 (pending) 10175 Little Patuxent Pkwy **FAX**: (866) 279-3314

Suite 200

Columbia, MD 21044

℃ VA: (804) 207 3024 Virginia Office Phone: (804) 223-6445 **Triage Skills:** FAX: 14321 Winter Breeze Dr (888) 442-6953 (pending) Midlothian. VA 23113

Outreach: (410) 855-4580 **Emails:**

Baltimore Market call center baltimore@optum.com

Mid-Atlantic South Market call center mid-atlanticsouth@optum.com

baltimoretriage@landmark.pure.cloud Baltimore Triage East Virginia Triage easternvatriage@landmark.pure.cloud

Local Outreach MASOutreach@ds.uhc.com

Cheat Sheets:

Virginia Cheat Sheet .pdf

Baltimore Cheat Sheet.pdf



Detroit Time Zone (EST)

MI

Detroit Office Phone: (313) 306-2023 Market Skills:

26677 W. Twelve Mile Rd Suites 166 & 168

Fax: (888) 442-6976

Outreach: (313) 246-4940 Southfield MI 48034

(pending)

LM1 Clinical Skills:

(313) 306-2529

Triage Skills:

(pending) **Emails:**

Detroit Market call_center_detroit@optum.com

Detroit Triage detroittriage@landmark.pure.cloud

Detroit Local Outreach HBMC-DetroitCHAs@ds.uhc.com

Cheat Sheets:

Detroit Cheat Sheet.pdf

East Michigan Time Zone (EST)

MI

East Michigan Areas = Lansing, Saginaw and Flint

Flint Office Phone: Market Skills: (810) 230-4720

4100 S Saginaw St. (pending) Fax: (833) 983-2840

203 Flint MI 48507 LM1 Clinical Skills:

(517) 705-3330

(pending)

(810) 230-4720 Phone: **Lansing Office** Triage Skills:

Fax:

822 Centennial Way

Suite 100

Emails:

Lansing, MI 48917

Outreach: (989) 244-0570

(833) 983-2840

East Michigan Market call_center_eastmichigan@optum.com eastmichigantriage@landmark.pure.cloud East Michigan Triage

greatermichigan_chas@ds.uhc.com East MI Local Outreach

Cheat Sheets:

East Michigan Cheat Sheet.pdf

West Michigan Time Zone (EST)

MI

Detroit Office Phone: (616) 207-3534 **Market Skills:** 77 Monroe Center St. NW

(855) 999-9436

Suite 600

Outreach: (616) 213-3273 Grand Rapids, MI 49503

Fax:

(pending)

LM1 Clinical Skills:

(616) 303-1686

Triage Skills:

(pending) **Emails:**

West Michigan Market call_center_westmichigan@optum.com West Michigan Triage westmichigantriage@landmark.pure.cloud

Local Outreach greatermichigan_chas@ds.uhc.com

Cheat Sheets:

West Michigan Cheat Sheet.pdf

Minnesota Time Zone (CST)

MN

Market Skills: Minnesota Office **Phone:** (952) 395-3953

(pending) 8300 Norman Center Dr. Fax: (888) 618-3523

Suite 230

Bloomington, MN 55437

LM1 Clinical Skills:

€ Minnesota: (612) 200-0890

Triage Skills:

(pending)

Emails: Outreach: (920) 238-3231

call center minnesota@optum.com Minnesota Market minnesotatriage@landmark.pure.cloud Minnesota Triage Local Outreach Chi_LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:



Minnesota Cheat Sheet.pdf

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Greater St. Louis Time Zone (CST)

MO / IL

Market Office

13655 Riverport Drive Maryland Heights, MO 63043 Phone: (855) 783-6877

Fax: (866) 279-3314

Outreach: (314) 274-3303

Market Skills:

(pending)

LM1 Clinical Skills:

L: (314) 936-6998 **L** MO: (314) 936-6998

Triage Skills:

(pending)

Emails:

St. Louis IL Market call_center_stlouis@optum.com

St. Louis Triage IL stlouisiltriage@landmark.pure.cloud stlouismotriage@landmark.pure.cloud St. Louis Triage MO

Local Outreach StLouis LocalOutreach@landmarkhealth.org (temporary)

Cheat Sheets:

St. Louis Cheat Sheet.pdf

Mississippi Time Zone (CST)

MS

Gulf Coast, Gulfport

Market Office Phone: (833) 362-6703 Market Skills:

14116 Customs Boulevard Fax: (855) 362-0778

Suite 113

Outreach: (850) 824-6705 Gulfport, MS 39503

(pending)

LM1 Clinical Skills:

C Gulfport: (504) 313-1390

Triage Skills:

(pending) **Emails:**

Market Mailbox call_center_mississippi@optum.com Mississippi Triage gulfporttriage@landmark.pure.cloud

Local Outreach LA MS LocalOutreach@landmarkhealth.org (temporary)

Cheat Sheets:



Gulf Coast (LA MS) Cheat Sheet.pdf

East North Carolina Time Zone (EST)

NC

Raleigh-Durham

Raleigh-Durham Office Market Skills: Phone: (833) 355-6036

2645 Meridian Pkwy (pending) Fax: (844) 813-6747

Suite 323 LM1 Clinical Skills: Durham, NC 27713

(984) 227-8915 Triage Skills:

(pending) Outreach: (984) 229-0414 **Emails:**

East NC Market call center eastnc@optum.com

raleighdurhamtriage@landmark.pure.cloud Raleigh-Durham Triage

Local Outreach HBMC-NCEastCHAs@ds.uhc.com

Cheat Sheets:

East North Carolina Cheat Sheet.pdf

West North Carolina Time Zone (EST)

NC

Winston-Salem

Winston-Salem Office Phone: (833) 357-2966 Market Skills:

380 Knollwood St (pending) Fax: (855) 299-2182

Suite 305 LM1 Clinical Skills:

Winston-Salem, NC 27103 **(**336) 934-4375

Triage Skills:

(pending) Outreach: (336) 257-1370 **Emails:**

West NC Market call_center_westnc@optum.com

Winston-Salem Triage winstonsalemtriage@landmark.pure.cloud

Local Outreach HBMC-NCWestCHAs@ds.uhc.com

Cheat Sheets:

West North Carolina Cheat Sheet.pdf

LM1 Clinical Line:

Triage Skills:

(pending)

Newark: (973-221-2324
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€ Tom's River: (732) 908-7782

New Jersey Time Zone (EST)

NJ

Tom's River, Secaucus, Newark

Tom's River Office Phone: (833) 202-5516 Market Skills: 1415 Hooper Ave. Fax: (833) 983-2850 (pending) Ste. 204. Unit C

Toms River, NJ 08753

Secaucus Office Phone: (833) 202-5499

One Harmon Plaza Fax: (833) 983-2851 Suite 304

Secaucus, NJ 07094

Emails: Outreach: (908) 257-0189

New Jersey Market call center newjersey@optum.com **Newark Triage** newarktriage@landmark.pure.cloud Tom's River Triage tomsrivertriage@landmark.pure.cloud HBMCNewJerseyCHAs@ds.uhc.com Local Outreach

Cheat Sheets:

Newark Cheat Sheet.pdf

Tom's River Cheat Sheet.pdf

Albany Time Zone (EST)

NY

Market Skills: **Albany Office** Phone: (518) 348-3176

1205 Troy Schenectady Rd

Suite 101

Latham, NY 12110

Fax: (844) 574-2616

(pending)

LM1 Clinical Line: **(**518) 362-8196

Triage Skills:

Outreach: (518) 362-8197 **Emails:** (pending)

Albany Market call_center_albany@optum.com Albany Triage albanytriage@landmark.pure.cloud

Local Outreach HBMC-AlbanyOutreach@ds.uhc.com

Cheat Sheets:



Albany Cheat Sheet.pdf

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Buffalo Time Zone (EST)

NY

WNY Market

Office Address: Market Skills: Phone: (716) 995-4450

701 Seneca Street (pending) Fax: (844) 206-7424

Suite 646.

LM1 Clinical Line: Buffalo, NY 14210

(716) 427-6282

Triage Skills:

Outreach: (716) 219-1296 **Emails:**

(pending)

Buffalo Market call center buffalo@optum.com Buffalo Triage buffalotriage@landmark.pure.cloud

Local Outreach HBMC-Buffalo-Outreach@ds.uhc.com

Cheat Sheets:

Buffalo Cheat Sheet.pdf

Central NY / Syracuse

NY

Syracuse / Rochester

Central NY Office Phone: **(**315) 204-0397 **Market Skills:** 5015 Campuswood Drive FAX: (pending) (844) 206-7424

Suite 107

Outreach: (315) 216-2125 East Syracuse, NY 13057

LM1 Clinical Line:

C Rochester: (315) 236-2628 **S**yracuse: (315) 204-0461

Triage Skills: Emails:

(pending)

Central NY Market call_center_centralny@optum.com rochestertriage@landmark.pure.cloud Rochester Triage Syracuse Triage syracusetriage@landmark.pure.cloud Local Outreach HBMC-CNYOutreach@ds.uhc.com

Cheat Sheets:



Central NY Cheat Sheet.pdf

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New York City Metro Time Zone (EST)

NY

NYC Metro

NYC Metro Office Phone: (855) 201-4988 Market Skills: 3000 Marcus Ave.

(pending) Fax: (844) 832-6320 Suite 2W15

LM1 Clinical Line: New Hyde, NY 11042 **(**347) 354-6416

Triage Skills:

Outreach: (347) 354-3769 (pending) **Emails:**

NYC Call Market call_center_nyc@optum.com NYC Triage nyctriage@landmark.pure.cloud

Local Outreach HBMC-NYCOutreach@ds.uhc.com

Cheat Sheets:

NYC Cheat Sheet.pdf

Greater Cincinnati Time Zone (EST)

OH / KY

Check Patient's address & HPSI Tab for the correct state NYC

Market Skills: Office Address: Phone: (833) 358-2113

(pending) 400 East Business Way (855) 299-2185 Fax: LM1 Clinical Skills:

Outreach: (380) 390-3746 Cincinnati, OH 45241 **(**513) 833-9362

Triage Skills:

(pending) **Emails:**

call center cincinnati@optum.com Greater Cincinnati Market Greater Cincinnati Triage cincinnatitriage@landmark.pure.cloud

Local Outreach LandmarkOhioValleyCHAs@ds.uhc.com

Cheat Sheets:

Greater Cincinnati KY Cheat Sheet.pdf

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Greater Cleveland / Columbus Time Zone (EST)

Phone:

Fax:

OH

OK

Market Skills: Cleveland Office: Phone: (833) 358-2665 (pending) 26300 Cedar Rd. Fax:

Ste. 1105

Beachwood, OH 44122

(833) 711-1725

LM1 Clinical Skills:

Cleveland: (216) 230-3882 **Columbus:** (380) 390-3745)

Triage Skills: (pending)

(833) 358-2665 (855) 362-0779

Dublin, OH 43016

Columbus Office:

5900 Parkwood Place

Emails: Outreach: (216) 230-9100

Market Mailbox call center mid-centraloh@optum.com Greater Cleveland Triage clevelandtriage@landmark.pure.cloud columbustriage@landmark.pure.cloud Columbus Triage

GreatLakesSecureEmail@landmarkhealth.org Local Outreach

(temporary)

Cheat Sheets:

Greater Cleveland Cheat Sheet.pdf

Oklahoma City / Tulsa Time Zone (CST)

Oklahoma City 4801 Gaillardia Parkway

Suite 200

Oklahoma City, OK 73142

Phone: (855) 696-1424

Fax: (833) 983-2845

Outreach: (405) 461-1233

Market Skills:

(pending)

LM1 Clinical Skills:

Collabora City: 405-259-7169
 Collabora City: 405-259-

Phone: (855) 443-4523 Tulsa

5272 S. Lewis Ave. Fax: (888) 997-6078 Tulsa, OK 74105

Outreach: (918) 410-0923

Triage Skills:

(pending)

Emails:

Market Mailbox Call Center Oklahoma@optum.com Oklahoma City Triage oklahomacitytriage@landmark.pure.cloud

Tulsa Triage tulsatriage@landmark.pure.cloud

Local Outreach HBMC-GreatPlainsOutreach@ds.uhc.com

Cheat Sheet:

Oklahoma City Cheat Sheet.pdf

Tulsa Cheat Sheet.pdf

Greater Northwest Time Zone (PST)

OR / W

Oregon = Spokane, Washington, and Portland Washington = Federal Way, Spokane

Portland Phone: (888) 509-4116 Market Skills: 700 NE Multnomah (944) 276 4209 (pending)

Suite #400 Fax: (844) 276-4208 (pending

Portland, OR 97232

LM1 Clinical Skills:

Greater OR: (503) 825-0591

South Willamette Valley1580 Valley River Drive

Phone: (888) 509-4116

Greater WA: (206) 899-1488

Triage Skills:

Eugene, OR 97401 Fax: (844) 276-4208 (pending)

Federal Way Phone: (877) 260-7647
505 S 336th Street

Suite 500 Fax: (844) 529-8515

Spokane Phone: (888) 509-4116

707 W. Main Ave. Suite B1 Fax: (844) 276-4208

Spokane, WA 99201

Federal Way, WA 98003

Emails: Outreach: (503) 825-0601

Market Mailbox <u>call_center_greaternorthwest@optum.com</u>
Greater Oregon Triage <u>greateroregontriage@landmark.pure.cloud</u>

Greater Washington Triage greaterwashingtontriage@landmark.pure.cloud

Local Outreach HBMCGNWOutreach@ds.uhc.com

Cheat Sheets:

Greater NW Cheat Sheet.pdf



Columbia: (803) 567-5312 Charleston: (843) 212-7749

Triage Skills:

(pending)

Last Updated: 5/19/2024

South Carolina Time Zone (EST)

SC

Charleston, Columbia, Greenville, Myrtle Beach,

Columbia Office Phone: (833) 202-5985 Market Skills: 1901 Main St. Fax: (833) 983-2839 LM1 Clinical Skills:

Columbia, SC 29201 Outreach: (843) 212-9401

 Charleston
 Phone:
 (833) 202-5601

 75 Port City Landing
 Fax:
 (833) 983-2040

Suite 110

Mt. Pleasant, SC 29464 Outreach: (984) 227-8916

 Greenville
 Phone:
 (833) 202-5987

 (No Address)
 Fax:
 (833) 983-2841

Outreach: (864) 261-1503

 Myrtle Beach
 Phone:
 (833) 202-5989

 (No Address)
 Fax:
 (833) 983-2842

Outreach: (843) 212-9773

Emails:

Market Mailbox

Columbia Triage

Charleston Triage

Greenville Triage

Myrtle Beach Triage

call_center_southcarolina@optum.com
columbiatriage@landmark.pure.cloud
charlestontriage@landmark.pure.cloud
greenvilletriage@landmark.pure.cloud
myrtlebeachtriage@landmark.pure.cloud

Local Outreach <u>socarolinalocaloutreach@landmarkhealth.org</u> (temporary)

Cheat Sheets:

Charleston Cheat Sheet.pdf

Columbia Cheat Sheet.pdf

Greenville Cheat Sheet.pdf

Myrtle Beach Cheat Sheet.pdf

Chattanooga Time Zone (EST)

TN

Chattanooga Metro Phone (423) 212-3266 Market Skills: 1100 Market Street (923) 993 2043 (pending)

Floor 6 FAX: (833) 983-2043

Chattanooga, TN 37402 **Outreach:** (615) 205-2292

LM1 Clinical Skills:

((423) 668-0360 **Triage Skills:**

(pending)

Emails:

Chattanooga Market <u>call_center_tennessee@optum.com</u>

Chattanooga Triage <u>chattanoogatriage@landmark.pure.cloud</u>

Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:

PDF

Chattanooga Cheat Sheet.pdf

Knoxville Time Zone (EST)

TN

Knoxville4315 Kingston Pike **Phone:** (865) 229-4623 **FAX:** (833) 983-2043

Suite 210 Knoxville, TN 37919 **Outreach**: (615) 205-2292 Market Skills: (pending)

LM1 Clinical Skills:

((865) 545-0820

Triage Skills:

(pending)

Emails:

Knoxville Market call_center_tennessee@optum.com
Knoxville Triage knoxvilletriage@landmark.pure.cloud

Local Outreach <u>tnlocaloutreach@optum.com</u>

Cheat Sheets:



Knoxville Tri-Cities Cheat Sheet.pdf



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Memphis Time Zone (CST)

TN

Memphis Metro 1840 Pyramid Place Memphis, TN 38132

Phone (901) 250-1963

FAX: (833) 983-2043

Outreach: (615) 205-2292

Market Skills:

(pending)

LM1 Clinical Skills:

(901) 341-5500

Triage Skills:

(pending)

Emails:

Memphis Market call_center_tennessee@optum.com Memphis Triage memphistriage@landmark.pure.cloud

Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:

Memphis Cheat Sheet.pdf

Nashville Time Zone (CST)

TΝ

Nashville Office 210 Westwood Place Suite 110

Brentwood, TN 37027

Phone: (615) 250-1963

FAX: (833) 983-2043

Outreach: (615) 205-2292

Market Skills:

(pending)

LM1 Clinical Skills:

(615) 538-4190

Triage Skills:

(pending)

Emails:

Nashville Market call_center_tennessee@optum.com

nashvilletriage@landmark.pure.cloud Nashville Triage

Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:

Nashville Cheat Sheet.pdf

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Tri-Cities Metro Time Zone (EST)

TN

Tri-Cities Metro 207 N. Boone Street

Phone: (423) 226-3753

(pending)

Suite 9

Johnson City, TN 37604

FAX: (833) 983-2043

Outreach: (615) 205-2292

LM1 Clinical Skills:

Market Skills:

(423) 251-6799 **Triage Skills:**

(pending)

Emails:

Tri-Cities Market call_center_tennessee@optum.com

Tri-Cities Triage tricitiestriage@landmark.pure.cloud

Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:

Knoxville Tri-Cities Cheat Sheet.pdf

Houston Time Zone (CST)

TX

Houston Office

14141 Southwest Freeway Sugar Land, TX 77478

Phone: (281) 356-0364

FAX: (833) 711-1699

Outreach: (281) 393-7054

Market Skills:

(pending)

LM1 Clinical Skills:

(281) 612-3727 **Triage Skills:**

(pending)

Emails:

Houston Market Call_Center_Houston@optum.com houstontriage@landmark.pure.cloud Houston Triage

Local Outreach houstonsecureemail@landmarkhealth.org (temporary)

Cheat Sheets:



Houston Cheat Sheet.pdf

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North Central Texas Time Zone (CST)

TX

Dallas, Fort Worth, Temple

Dallas / Fort Worth Office Phone: (833) 364-2886 Market Skills: 6363 N. State Highway 161 (pending) FAX: (888) 262-9948

Suite 100

Irving, TX 75038

Temple Office

9325 Tarver Drive Suite A102

Temple, TX 76502

Phone: (833) 874-2581 FAX:

(888) 262-9948

LM1 Clinical Skills:

Lallas / Ft. Worth: (469) 300-1863

Triage Skills:

(pending)

Emails: Outreach: (469) 264-5788

North Central Market Call Center NorthCentralTexas@optum.com

Dallas / Ft. Worth Triage dallasftworthtriage@landmark.pure.cloud

Temple Triage templetriage@landmark.pure.cloud

HBMC-DFW TempleOutreach@ds.uhc.com Local Outreach

Cheat Sheets:



North Central Texas Cheat Sheet.pdf

San Antonio Time Zone (CST)

TX

South Texas

Market Office Phone: (855) 784-1436 Market Skills: 21750 Hardy Oak Blvd Fax:

Suite 15

San Antonio, TX 78258

Outreach: (281) 393-7054

(888) 342-3223

(pending)

LM1 Clinical Skills: **(**726) 207-3217

Triage Skills:

Emails:

(pending)

San Antonio Market Call Center SanAntonio@optum.com sanantoniotriage@landmark.pure.cloud San Antonio Triage

Local Outreach houstonsecureemail@landmarkhealth.org (temporary)

Cheat Sheets:



San Antonio Cheat Sheet.pdf

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Utah Time Zone (MST)

UT

Market Office Phone: (801) 997-6372 Market Skills:

12921 South Vista Station Blvd.

Suite 200 Draper, UT 84020

Medical Records Fax:

Fax:

(888) 741-9170

(pending)

LM1 Clinical Skills:

(801) 758-7263

Triage Skills:

Outreach: (801) 998-2380 (pending)

(844) 294-1138

Utah Market call_center_utah@optum.com utahtriage@landmark.pure.cloud Utah Triage Local Outreach utahlocaloutreach@optum.com

Cheat Sheets:

Emails:

(Pending)

Puget Sound Time Zone (PST)

WA

Puget Sound = Greater Seattle, Tacoma

Market Skills: **Seattle Office** Phone: (877) 260-7647

(pending) 2150 N 107th Street Fax: (844) 529-8515

LM1 Clinical Skills: Suite 480 Seattle, WA 98133

(206) 946-9803 **Triage Skills:**

(pending)

Emails: Outreach: (206) 899-1483

Puget Sound Market call_center_pugetsound@optum.com Seattle Triage seattletriage@landmark.pure.cloud

Local Outreach hbmc psoutreach@optum.com

Cheat Sheets:

Puget Sound Cheat Sheet.pdf

L Milwaukee: (414) 204-7584

Wisconsin Time Zone (CST)

WI

Green Bay, Milwaukee

Green Bay Office Fax: (844) 732-0499 Market Skills: Medical Records 4650 W Spencer Street (pending)

Suite 15 Fax: LM1 Clinical Skills: *(*888) 618-3543

Appleton, WI 54914

Milwaukee Office Fax: (844) 732-0499 **C** Green Bay: (920) 204-6364

Medical Records 11220 W Burleigh St.

Triage Skills: Suite100 Fax: (888) 618-3548 (pending) Wauwatosa, WI 53222

Milwaukee Shipping Office

11220 W Burleigh Street

Suite 139

Wauwatosa, WI 53222

Emails: Outreach: (920) 238-3231

Wisconsin Market call_center_minnesota@optum.com Green Bay Triage greenbaytriage@landmark.pure.cloud milwaukeetriage@landmark.pure.cloud Milwaukee Triage

Local Outreach Wisconsin LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:

Green Bay Cheat Sheet.pdf

Milwaukee Cheat Sheet.pdf