

Markets Summary

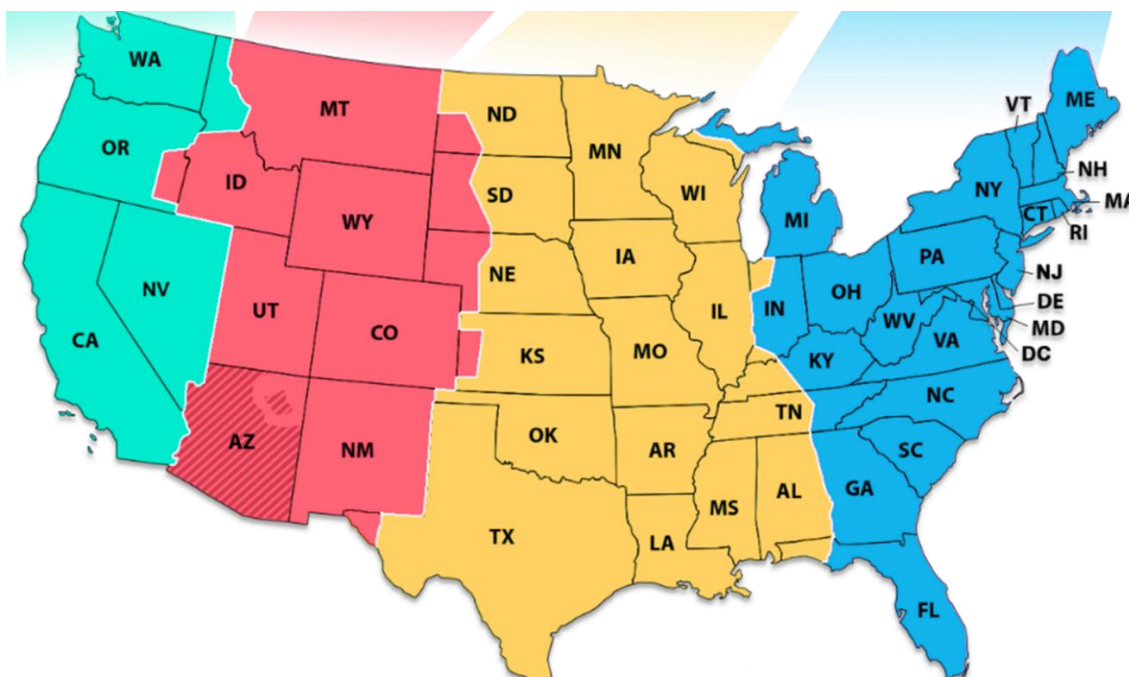
Market Profile Key:

Market Name:	The markets name or name commonly used when referring to a large region we serve.
Other Identifiers:	Labels that may appear in Ubiquity chart headings.
Emails:	Mailboxes used on-site at specific market / metro locations
Skills / Extensions:	Each market profile card includes a Market CC extension and an LM1 Clinical Skill line.
(T)	Metro Closure / Transition Program

Market Hours: Monday – Friday
8:30 AM – 5:30 PM (*Local Time*)

National Time Zone Map:

Live Timezone Time Tracking: <https://www.time.gov/>



Time Zone Calculation:

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

Market Quick Select

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

Landmark Health Markets:

Alabama Time Zone (CST)

AL

Birmingham, Mobile, Montgomery, Dothan, Huntsville

Birmingham Office
300 Vestavia Parkway
Suite 2300
Birmingham, AL 35216

Phone: (866) 607-2869

Fax: (844) 901-9446

Mobile Office
3205 Westside Park
Mobile, AL 36695

Phone: (866) 607-0648

Fax: (844) 901-9447

Montgomery Office
7480 Halcyon Point Drive
Suite 300
Montgomery, AL 36117

Phone: (866) 607-1498

Fax: (844) 901-9448

Huntsville:
(No Address)

Phone: (855) 837-2616

Dothan:
(No Address)

Phone: (855) 837-0421

Emails:

Outreach: (877) 240-3112

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

Dothan Triage

dothantriage@landmark.pure.cloud

Huntsville Triage

huntsvilletriage@landmark.pure.cloud

Mobile Triage

mobiletriage@landmark.pure.cloud

Montgomery Triage

montgomerytriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Escalation Extension:

📞 Birmingham: 206

📞 Dothan: 210

📞 Huntsville: 209

📞 Mobile: 207

📞 Montgomery: 208

Arkansas Time Zone (CST)

AR

Heartland Market

Arkansas Office
425 W. Capitol Ave
Suite 345
Little Rock, AR 72201

Phone: (833) 365-0941
NE
(833) 387-6679
SW
Fax: (855) 362-0782

Escalation Extension:

☎ NE Arkansas: 403

☎ SW Arkansas: 404

Emails:

Arkansas Market
Northeast Triage
Southwest Triage
Central Outreach

Outreach: (877) 240-3112

call_center_arkansas@optum.com

nearkansatriage@landmark.pure.cloud

swarkansatriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Ozarks Time Zone (CST)

AR / MO

Heartland Market

Arkansas Office
6860 W 115th Street
Overland Park, KS 66211

Phone: (833) 358-0017
Fax: (855) 362-0782

Escalation Extension:

☎ AR: 405

☎ MO: 406

Emails:

Ozarks Market
Ozark Triage MO
Ozark Triage AR
Central Outreach

Outreach: (877) 240-3112

(use state-specific call center mailboxes for now)

Ozarkstriage@landmark.pure.cloud

OzarkstriageAR@Landmark.pure.cloud

centraloutreachscheduling@optum.com

Arizona Time Zone (MST)

AZ

Phoenix, Tucson

Phoenix

2828 N. Central Avenue
Suite 829
Phoenix, AZ 85004

Phone: (833) 208-7533

Fax: (855) 299-2190

Escalation Extension:

☎ Phoenix: 468

☎ Tucson: 469

Tucson (T)

6700 E. Speedway Blvd.
Suite 105
Tucson, AZ 85710

Phone: (833) 208-8048

Fax: (833) 983-2843

Emails:

Arizona Market

Phoenix Triage

Tucson Triage

Central Outreach

Outreach: (877) 240-3112

call_center_arizona@optum.com

phoenixtriage@landmark.pure.cloud

tucsontriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

El Segundo Time Zone (PST)

CA

Los Angeles

Los Angeles Office

2101 Rosecrans Ave
Suite 3230
El Segundo, CA 90245

Phone: (877) 259-4056

Fax: (855) 883-6300

Escalation Extension:

☎ 464

Emails:

El Segundo Market

El Segundo Triage

Central Outreach

Outreach: (877) 240-3112

call_center_california@optum.com

losangelestriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Inland Empire Time Zone (PST) (T)

CA

Ontario Office
3401 Centre Lake Dr.
Suite 650
Ontario, CA 91761

Phone: (877) 260-6385
Fax: (844) 452-2909

Escalation Extension:
☎ 465

Emails:

Inland Empire Market
Inland Empire Triage
Central Outreach

Outreach: (877) 240-3112

call_center_california@optum.com
inlandempiretriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Bay Area / Sacramento Time Zone (PST) (T)

CA

NorCal

Bay Area Office
395 Oyster Point Blvd
Suite 512
San Francisco, CA 94080

Phone: (877) 260-6385
Fax: (844) 832-6330

Escalation Extension:
☎ Bay Area: 461
☎ Sacramento: 462

Sacramento Office
1451 Riverpark Dr
Suite 260
Sacramento, CA 95815

Phone: (877) 260-6385
Fax: (844) 813-6742

Emails:

Market Mailbox
Bay Area Triage
Sacramento Triage
Central Outreach

Outreach: (877) 240-3112

call_center_california@optum.com
bayareatriage@landmark.pure.cloud
sacramentotriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

San Diego Time Zone (PST) (T)

CA

San Diego Office
9665 Chesapeake
Suite 350
San Diego, CA 92123

Phone: (877) 260-0186
Fax: (844) 813-6746

Escalation Extension:
☎ 463

Emails:
San Diego Market call_center_california@optum.com
San Diego Triage sandiegotriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Denver Time Zone (MST) Colorado, Great Plains

CO

Market Office
1707 Cole Blvd
Suite 100
Golden, CO 80401

Phone: (855) 783-9545
Fax: (855) 252-0511

Escalation Extension:
☎ 466

Emails:
Denver Market call_center_denver@optum.com
Denver Triage denvertriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Connecticut Time Zone (EST)

CT

Hartford, New Haven

Connecticut Office
Mezz Level 20 Church St.
Hartford, CT 06103

Phone: (833) 749-2009
Fax: (833) 983-2041

Escalation Extension:
☎ 101

Emails:

Outreach: (877) 240-3112

Connecticut Market

call_center_connecticut@optum.com

Connecticut Triage

hartfordtriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Mid-Atlantic North Time Zone (EST)

DE / PA

Central PA, Harrisburg, Pittsburgh, Philadelphia, Dover

Central PA
(No Address)

Phone: (877) 257-2192
Fax: (844) 803-8108

Escalation Extension:
☎ Dover: 145
☎ Central PA: 143
☎ Pittsburgh: 144

Pittsburgh Office
2 Alleghany Center
Suite 600
Pittsburgh, PA 15212

Phone: (833) 202-5492
Fax: (833) 983-2849

Dover
(No Address)

Phone: (833) 202-5485
Fax: (833) 983-2846

Emails:

Outreach: (877) 240-3112

Dover Market

call_center_dover@optum.com

Central PA Market

call_center_centralpa@optum.com

Pittsburgh Market

call_center_pittsburgh@optum.com

Dover Triage

dovertriage@landmark.pure.cloud

Pennsylvania Triage

centralpatriage@landmark.pure.cloud

Pittsburgh Triage

pittsburghtriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Fort Myers Time Zone (EST) (T)

South Florida

FL

Fort Myers Office
13751 Metropolis Avenue
Ft. Myers FL 33912

Phone: (833) 339-7606
Fax: (833) 886-3443

Escalation Extension:
☎ 219

Emails:

Fort Myers Market
Fort Myers Triage
Central Outreach

Outreach: (877) 240-3112

call_center_fortmyers@optum.com
fortmyerstriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Gainesville Time Zone (EST) (T)

North Florida

FL

Gainesville Office
603 East Fort King St.
Ocala FL 34471

Phone: (833) 435-1759
Fax: (866) 731-1926

Escalation Extension:
☎ 216

Emails

Gainesville Market
Gainesville Triage
Central Outreach

Outreach: (877) 240-3112

call_center_gainesville@optum.com
gainesvilletriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Jacksonville Time Zone (EST) (T)

North Florida

FL

Jacksonville Office
10151 Deerwood Park Blvd.
Bldg. 300, Suite 310
Jacksonville, FL 32256

Phone: (833) 435-1749
Fax: (866) 731-2058

Escalation Extension:
☎ 217

Emails:

Jacksonville Market
Jacksonville Triage
Central Outreach

Outreach: (877) 240-3112

call_center_jacksonville@optum.com
jacksonvilletriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Miami Time Zone (EST)

South Florida

FL

Miami Office
955 South Federal Hwy.
Suite 215
Fort Lauderdale, FL 33316

Phone: (844) 245-4015
Fax: (833) 886-3441

Escalation Extension:
☎ 220

Emails:
Miami Market
Miami Triage
Central Outreach

Outreach: (877) 240-3112
call_center_miami@optum.com
miamitriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Orlando Time Zone (EST)

North Florida

FL

Orlando Office
6545 Corporate Centre Blvd
Suite 240
Orlando, FL 32822

Phone: (833) 435-1730
Fax: (866) 943-6552

Escalation Extension:
☎ 218

Emails:
Orlando Market
Orlando Triage
Central Outreach

Outreach: (877) 240-3112
call_center_orlando@optum.com
orlandotriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Pensacola Time Zone (CST) (T)

North Florida

FL

Pensacola Office
35 W. Maxwell St
Ste. 250
Pensacola, FL 32501

Phone: (833) 435-1723
Fax: (833) 886-3444
Outreach: (850) 824-6705

Escalation Extension:
☎ 212

Emails
Pensacola Market
Pensacola Triage
Central Outreach

Outreach: (877) 240-3112
call_center_pensacola@optum.com
pensacolatriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Tampa Time Zone (EST) South Florida

FL

Tampa Office
5130 Sunforest Drive
Suite 200
Tampa, FL 33634

Phone: (833) 766-1079
Fax: (833) 886-3442

Escalation Extension:
☎ 221

Emails:

Tampa Market

Outreach: (877) 240-3112

call_center_tampa@optum.com

Tampa Triage

tampatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Atlanta Time Zone (EST)

GA

Atlanta Office
2100 RiverEdge Pkwy
Suite 600
Atlanta GA, 30328

Phone: (855) 784-1442

Fax: (844) 732-0498

Outreach: (404) 282-0794

Escalation Extension:
☎ 213

Atlanta Shipping Office
2100 RiverEdge Pkwy
Suite 500 5th Floor
Atlanta GA, 30328

Emails:

Atlanta Market

Outreach: (877) 240-3112

call_center_georgia@optum.com

Atlanta Triage

atlantatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Macon Time Zone (EST)

GA

Macon Office

1000 Corporate
Pointe Suite 202
Warner Robins, GA 31088

Phone: (833) 417-5596

Fax: (844) 536-8557

Escalation Extension:

☎ 215

Emails:

Outreach: (877) 240-3112

Macon Market

call_center_georgia@optum.com

Macon Triage

macontriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Valdosta Time Zone (EST)

GA

(No Address Available)

Phone: (833) 417-5701

Fax: *(No Fax Available)*

Escalation Extension:

☎ 214

Emails:

Outreach: (877) 240-3112

Valdosta Market

call_center_georgia@optum.com

Valdosta Triage

valdostatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Des Moines Time Zone (CST)

IA

Heartland Market

Market Office

1089 Jordan Creek Parkway
Suite 200
West Des Moines IA 50266

Phone: (833) 232-8318

Fax: (833) 983-2836

Escalation Extension:

☎ 328

Emails:

Outreach: (877) 240-3112

Des Moines Market

Call_Center_DesMoines@optum.com

Des Moines Triage

desmoinestriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Cedar Rapids Time Zone (CST)

IA / IL

Heartland Market

Market Office

1089 Jordan Creek Parkway
Suite 200
West Des Moines IA 50266

Phone: (833) 461-3829

Fax: (888) 997-6077

Escalation Extension:

📞 IA: 326

📞 IL: 327

Emails:

Cedar Rapids Market

Cedar Rapids IA Triage

Cedar Rapids IL Triage

Central Outreach

Outreach: (877) 240-3112

Call_Center_CedarRapids@optum.com

cedarrapidsiatriage@landmark.pure.cloud

cedarrapidsiltriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Chicago Time Zone (CST)

IL

Illinois / IL Market

Market Office

2655 Warrenville Rd.
Suite 500
Downers Grove, IL 60515

Phone: (855) 692-7040

Fax: (855)-273-3924

Escalation Extension:

📞 325

Emails:

Chicago Market

Chicago Triage

Central Outreach

Outreach: (877) 240-3112

call_center_chicago@optum.com

chicagotriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Indiana Time Zone (EST) (T)

IN

Indianapolis, Fort Wayne

Indianapolis Office
7440 Woodland Drive
Indianapolis, IN 46278

Phone: (866) 603-7608

Fax: (833) 711-1337

Escalation Extension:

📞 Indianapolis: 322

📞 Fort Wayne: 321

Fort Wayne Office
1690 Broadway
Ft. Wayne, IN 46802

Phone: (866) 603-7606

Fax: (833) 983-2037

Emails:

Indiana Market

Indianapolis Triage

Fort Wayne Triage

Central Outreach

Outreach: (877) 240-3112

call_center_indiana@optum.com

indianapolistriage@landmark.pure.cloud

fortwaynetriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Kansas City Time Zone (CST)

KS / MO

Heartland Market, Kansas City,

Market Office
6860 West 115th Street
Overland Park, KS 66211

Phone: (833) 358-0017

Fax: (855) 299-2184

Escalation Extension:

📞 KS: 408

📞 MO: 407

Emails:

Kansas City Market

Kansas City KS Triage

Kansas City MO Triage

Central Outreach

Outreach: (877) 240-3112

Call_Center_KansasCity@optum.com

kansascitykstriage@landmark.pure.cloud

kansascitymotriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Kentucky Time Zone (EST)

KY

Kentucky = Louisville

Kentucky Office
9390 Bunsen Parkway
Louisville, KY 40220

Phone: (833) 358-2113
Fax: (855) 362-0779

Escalation Extension:
📞 Louisville: 330

Emails: **Outreach:** (877) 240-3112

Kentucky Market	call_center_kentucky@optum.com
Louisville Triage	louisvilletriage@landmark.pure.cloud
Central Outreach	centraloutreachscheduling@optum.com

North Central New England Time Zone (EST)

MA, NH, ME

North Central MA, New Hampshire, Maine (Check HPSI Tab)

Massachusetts Office
1400 Computer Dr
Suite 301
Westborough, MA 01581

Phone: (877) 255-3259
Fax: (844) 803-8107

Escalation Extension:
📞 MA: 102
📞 NH: 106
📞 ME: 105

New Hampshire Office
20 Trafalgar Square
Suite 407
Nashua, NH 03063

Phone: (833) 233-3989
Fax: (844) 803-8107

Maine Office
778 Main Street
South Portland, ME 04106

Phone: (833) 247-9585
Fax: (844) 803-8107

Emails: **Outreach:** (877) 240-3112

NW New England Market	call_center_nwnewengland@optum.com
Maine Market	call_center_maine@optum.com
Massachusetts Triage	northcentralmatriage@landmark.pure.cloud
New Hampshire Triage	newhampshiretriage@landmark.pure.cloud
Maine Triage	mainetriage@landmark.pure.cloud
Central Outreach	centraloutreachscheduling@optum.com

Southeast New England Time Zone (EST)

MA, RI

Southeast MA, Rhode Island

Massachusetts Office
1400 Computer Dr
Suite 301
Westborough, MA 01581

Phone: (877) 255-3259
Fax: (844) 803-8107

Escalation Extension:

☎ MA: 103

☎ RI: 104

Rhode Island Office
475 Kilvert St.
Building B, Ste 310
Warwick, RI 02886

Phone: (877) 255-3259
Fax: (844) 803-8107

Emails:

Outreach: (877) 240-3112

SE New England Market

call_center_senewengland@optum.com

Massachusetts Triage

southeastmatriage@landmark.pure.cloud

Rhode Island Triage

rhodeislandtriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Mid-Atlantic South Time Zone (EST)

MD, VA

Richmond, Norfolk, Virginia, Maryland, Baltimore

Maryland Office
10175 Little Patuxent Pkwy
Suite 200
Columbia, MD 21044

Phone: (833) 219-1229
FAX: (866) 279-3314

Escalation Extension:

☎ MD: 146

☎ Eastern VA: 147

Virginia Office
14321 Winter Breeze Dr
Midlothian, VA 23113

Phone: (833) 452-9772
FAX: (888) 442-6953

Emails:

Outreach: (877) 240-3112

Baltimore Market

call_center_baltimore@optum.com

East Virginia Market

call_center_virginia@optum.com

Baltimore Triage

baltimoretriage@landmark.pure.cloud

East Virginia Triage

easternvatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Detroit Time Zone (EST)

MI

Detroit Office
26677 W. Twelve Mile Rd
Suites 166 & 168
Southfield MI 48034

Phone: (833) 908-6733
Fax: (888) 442-6976

Escalation Extension:
☎ 301

Emails:

Detroit Market

Detroit Triage

Central Outreach

Outreach: (877) 240-3112

call_center_detroit@optum.com

detroittriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

East Michigan Time Zone (EST)

MI

East Michigan Areas = Lansing, Saginaw and Flint

Flint Office
4100 S Saginaw St.
203 Flint MI 48507

Phone: (855) 298-9006
Fax: (833) 983-2840

Escalation Extension:
☎ 302

Lansing Office
822 Centennial Way
Suite 100
Lansing, MI 48917

Phone: (810) 230-4720
Fax: (833) 983-2840

Emails:

East Michigan Market

East Michigan Triage

Central Outreach

Outreach: (877) 240-3112

call_center_eastmichigan@optum.com

eastmichigantriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

West Michigan Time Zone (EST)

MI

Detroit Office
77 Monroe Center St. NW
Suite 600
Grand Rapids, MI 49503

Phone: (855) 295-8851
Fax: (855) 999-9436

Escalation Extension:
☎ 303

Emails:

West Michigan Market

West Michigan Triage

Central Outreach

Outreach: (877) 240-3112

call_center_westmichigan@optum.com

westmichigantriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Minnesota Time Zone (CST)

MN

Minnesota Office
8300 Norman Center Dr.
Suite 230
Bloomington, MN 55437

Phone: (833) 247-9591

Fax: (888) 618-3523

Escalation Extension:

☎ 329

Emails:

Outreach: (877) 240-3112

Minnesota Market

call_center_minnesota@optum.com

Minnesota Triage

minnesotatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

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

Escalation Extension:

☎ IL: 401

☎ MO: 402

Emails:

Outreach: (877) 240-3112

St. Louis IL Market

call_center_stlouis@optum.com

St. Louis Triage IL

stlouisiltriage@landmark.pure.cloud

St. Louis Triage MO

stlouismotriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Mississippi Time Zone (CST)

MS

Gulf Coast, Gulfport

Market Office
14116 Customs Boulevard
Suite 113
Gulfport, MS 39503

Phone: (833) 362-6703

Fax: (855) 362-0778

Escalation Extension:

☎ 211

Emails:

Outreach: (877) 240-3112

Market Mailbox

call_center_mississippi@optum.com

Mississippi Triage

gulfporttriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

East North Carolina Time Zone (EST)

NC

Raleigh-Durham

Raleigh-Durham Office
2645 Meridian Pkwy
Suite 323
Durham, NC 27713

Phone: (833) 355-6036
Fax: (844) 813-6747

Escalation Extension:
☎ 232

Emails:

East NC Market

Raleigh-Durham Triage

Central Outreach

Outreach: (877) 240-3112

call_center_eastnc@optum.com

raleighdurhamtriage@landmark.pure.cloud

centraloutreachescheduling@optum.com

West North Carolina Time Zone (EST)

NC

Winston-Salem

Winston-Salem Office
380 Knollwood St
Suite 305
Winston-Salem, NC 27103

Phone: (833) 355-8687
Fax: (855) 299-2182

Escalation Extension:
☎ 231

Emails:

West NC Market

Winston-Salem Triage

Central Outreach

Outreach: (877) 240-3112

call_center_westnc@optum.com

winstonsalemtriage@landmark.pure.cloud

centraloutreachescheduling@optum.com

New Jersey Time Zone (EST)

NJ

Tom's River, Secaucus, Newark

Tom's River Office
1415 Hooper Ave.
Ste. 204, Unit C
Toms River, NJ 08753

Phone: (833) 202-5516

Fax: (833) 983-2850

Escalation Extension:

📞 Newark: 141

📞 Tom's River: 142

Secaucus Office
One Harmon Plaza
Suite 304
Secaucus, NJ 07094

Phone: (833) 202-5499

Fax: (833) 983-2851

Emails:

Outreach: (877) 240-3112

New Jersey Market

call_center_newjersey@optum.com

Newark Triage

newarktriage@landmark.pure.cloud

Tom's River Triage

tomsrivertriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Albany Time Zone (EST)

NY

Albany Office
1205 Troy Schenectady Rd
Suite 101
Latham, NY 12110

Phone: (877) 243-5579

Fax: (844) 574-2616

Escalation Extension:

📞 122

Emails:

Outreach: (877) 240-3112

Albany Market

call_center_albany@optum.com

Albany Triage

albanytriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Buffalo Time Zone (EST)

NY

WNY Market

Office Address:
701 Seneca Street
Suite 646,
Buffalo, NY 14210

Phone: (833) 208-7177
Fax: (844) 206-7424
Outreach: (877) 240-3112

Escalation Extension:
☎ 123

Emails:

Buffalo Market call_center_buffalo@optum.com
Buffalo Triage buffalotriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Central NY / Syracuse Time Zone (EST)

NY

Syracuse / Rochester

Central NY Office
5015 Campuswood Drive
Suite 107
East Syracuse, NY 13057

Phone: (833) 442-1509
FAX: (844) 206-7424
Outreach: (877) 240-3112

Escalation Extension:
☎ Rochester: 124
☎ Syracuse: 125

Emails:

Central NY Market call_center_centralny@optum.com
Rochester Triage rochestertriage@landmark.pure.cloud
Syracuse Triage syracusetriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

New York City Metro Time Zone (EST)

NY

NYC Metro

NYC Metro Office
3000 Marcus Ave.
Suite 2W15
New Hyde, NY 11042

Phone: (855) 201-4988
Fax: (844) 832-6320
Outreach: (877) 240-3112

Escalation Extension:
☎ 121

Emails:

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

Greater Cincinnati Time Zone (EST)

OH / KY

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

Office Address: 400 East Business Way
Cincinnati, OH 45241

Phone: (833) 358-2113
Fax: (855) 299-2185

Escalation Extension:
📞 Cincinnati: 331

Emails:

Greater Cincinnati Market call_center_cincinnati@optum.com
Greater Cincinnati Triage cincinnati@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Greater Cleveland / Columbus Time Zone (EST)

OH

Cleveland Office: 26300 Cedar Rd.
Ste. 1105
Beachwood, OH 44122

Phone: (833) 358-2665
Fax: (833) 711-1725

Escalation Extension:
📞 Cleveland: 332
📞 Columbus: 333

Columbus Office: 5900 Parkwood Place
Dublin, OH 43016

Phone: (833) 358-2665
Fax: (855) 362-0779

Emails:

Cleveland Market Mailbox call_center_cleveland@optum.com
Columbus Market Mailbox call_center_columbus@optum.com
Greater Cleveland Triage cleveland@landmark.pure.cloud
Columbus Triage columbus@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Oklahoma City / Tulsa Time Zone (CST)

OK

Oklahoma City
4801 Gaillardia Parkway
Suite 200
Oklahoma City, OK 73142

Phone: (855) 696-1424
Fax: (833) 983-2845

Escalation Extension:
☎ Oklahoma City: 409
☎ Tulsa: 410

Tulsa
5272 S. Lewis Ave.
Tulsa, OK 74105

Phone: (855) 443-4523
Fax: (888) 997-6078

Emails:

Outreach: (877) 240-3112

Market Mailbox

Call_Center_Oklahoma@optum.com

Oklahoma City Triage

oklahomacitytriage@landmark.pure.cloud

Tulsa Triage

tulsatriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Greater Northwest Time Zone (PST)

OR / WA

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

Portland

700 NE Multnomah
Suite #400
Portland, OR 97232

Phone: (888) 509-4116

Fax: (844) 276-4208

Escalation Extension:

📞 Greater OR: 441

📞 Greater WA: 442

South Willamette Valley

1580 Valley River Drive
Eugene, OR 97401

Phone: (888) 509-4116

Fax: (844) 276-4208

Federal Way

505 S 336th Street
Suite 500
Federal Way, WA 98003

Phone: (877) 260-7647

Fax: (844) 529-8515

Spokane

707 W. Main Ave.
Suite B1
Spokane, WA 99201

Phone: (888) 509-4116

Fax: (844) 276-4208

Emails:

Outreach: (877) 240-3112

Market Mailbox

call_center_greaternorthwest@optum.com

Greater Oregon Triage

greateroregontriage@landmark.pure.cloud

Greater Washington Triage

greaterwashingtontriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

South Carolina Time Zone (EST)

SC

Charleston, Columbia, Greenville, Myrtle Beach,

Columbia Office

1901 Main St.
Suite 1400
Columbia, SC 29201

Phone: (833) 202-5985

Fax: (833) 983-2839

Escalation Extension:

📞 Columbia: 236

📞 Charleston: 233

📞 Greenville: 235

📞 Myrtle Beach: 234

Charleston

75 Port City Landing
Suite 110
Mt. Pleasant, SC 29464

Phone: (833) 202-5601

Fax: (833) 983-2040

Greenville

(No Address)

Phone: (833) 202-5987

Fax: (833) 983-2841

Myrtle Beach

(No Address)

Phone: (833) 202-5989

Fax: (833) 983-2842

Emails:

Market Mailbox

Columbia Triage

Charleston Triage

Greenville Triage

Myrtle Beach Triage

Central Outreach

Outreach: (877) 240-3112

call_center_southcarolina@optum.com

columbiatriage@landmark.pure.cloud

charlestontriage@landmark.pure.cloud

greenvilletriage@landmark.pure.cloud

myrtlebeachtriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Chattanooga Time Zone (EST) (T)

TN

Chattanooga Metro
1100 Market Street
Floor 6
Chattanooga, TN 37402

Phone (833) 709-8863
FAX: (833) 983-2043

Escalation Extension:
☎ 201

Emails:
Chattanooga Market call_center_tennessee@optum.com
Chattanooga Triage chattanoogatriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Knoxville Time Zone (EST)

TN

Knoxville
4315 Kingston Pike
Suite 210
Knoxville, TN 37919

Phone: (833) 709-8863
FAX: (833) 983-2043

Escalation Extension:
☎ 202

Emails:
Knoxville Market call_center_tennessee@optum.com
Knoxville Triage knoxvilletriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Memphis Time Zone (CST) (T)

TN

Memphis Metro
1840 Pyramid Place
Memphis, TN 38132

Phone (833) 709-8863
FAX: (833) 983-2043

Escalation Extension:
☎ 205

Emails:
Memphis Market call_center_tennessee@optum.com
Memphis Triage memphistriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

Nashville Time Zone (CST)

TN

Nashville Office
210 Westwood Place
Suite 110
Brentwood, TN 37027

Phone: (833) 709-8863

FAX: (833) 983-2043

Escalation Extension:

☎ 204

Emails:

Nashville Market

Nashville Triage

Central Outreach

Outreach: (877) 240-3112

call_center_tennessee@optum.com

nashvilletriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Tri-Cities Metro Time Zone (EST) (T)

TN

Tri-Cities Metro
207 N. Boone Street
Suite 9
Johnson City, TN 37604

Phone: (833) 709-8863

FAX: (833) 983-2043

Escalation Extension:

☎ 203

Emails:

Tri-Cities Market

Tri-Cities Triage

Central Outreach

Outreach: (877) 240-3112

call_center_tennessee@optum.com

triciestriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Houston Time Zone (CST)

TX

Houston Office
14141 Southwest Freeway
Sugar Land, TX 77478

Phone: (844) 632-9010
FAX: (833) 711-1699

Escalation Extension:
☎ 421

Emails:

Houston Market
Houston Triage
Central Outreach

Outreach: (877) 240-3112

Call_Center_Houston@optum.com
houstontriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

North Central Texas Time Zone (CST)

TX

Dallas, Fort Worth, Temple

Dallas / Fort Worth Office
6363 N. State Highway 161
Suite 100
Irving, TX 75038

Phone: (833) 874-2581
FAX: (888) 262-9948

Escalation Extension:
☎ Dallas / Ft. Worth: 423
☎ Temple: 424

Temple Office
9325 Tarver Drive
Suite A102
Temple, TX 76502

Phone: (833) 874-2581
FAX: (888) 262-9948

Emails:

North Central Market
Dallas / Ft. Worth Triage
Temple Triage
Central Outreach

Outreach: (877) 240-3112

Call_Center_NorthCentralTexas@optum.com
dallasftworthtriage@landmark.pure.cloud
templetriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

San Antonio Time Zone (CST) (T)

TX

South Texas

Market Office
21750 Hardy Oak Blvd
Suite 15
San Antonio, TX 78258

Phone: (855) 784-1436
Fax: (888) 342-3223

Escalation Extension:
☎ 422

Emails:

San Antonio Market
San Antonio Triage
Central Outreach

Outreach: (877) 240-3112

Call_Center_SanAntonio@optum.com
sanantoniotriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Utah Time Zone (MST)

UT

Market Office
12921 South Vista Station Blvd.
Suite 200
Draper, UT 84020

Phone: (833) 800-8618
Fax: (844) 294-1138
Medical Records Fax:
(888) 741-9170

Escalation Extension:
☎ 467

Emails:

Utah Market
Utah Triage
Central Outreach

Outreach: (877) 240-3112

call_center_utah@optum.com
utahtrriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Puget Sound Time Zone (PST)

WA

Puget Sound = Greater Seattle, Tacoma

Seattle Office
2150 N 107th Street
Suite 480
Seattle, WA 98133

Phone: (877) 260-7647
Fax: (844) 529-8515

Escalation Extension:
☎ 443

Emails:

Puget Sound Market
Seattle Triage
Central Outreach

Outreach: (877) 240-3112

call_center_pugetsound@optum.com
seattletriage@landmark.pure.cloud
centraloutreachscheduling@optum.com

Wisconsin Time Zone (CST)

WI

Green Bay, Milwaukee

Green Bay Office
4650 W Spencer Street
Suite 15
Appleton, WI 54914

Phone: (833) 247-9620
Fax: (888) 618-3543

Escalation Extension:

📞 Milwaukee: 323
📞 Green Bay: 324

Milwaukee Office
11220 W Burleigh St.
Suite 100
Wauwatosa, WI 53222

Phone: (833) 247-9616
Fax: (888) 618-3548

Milwaukee Shipping Office
11220 W Burleigh Street
Suite 139
Wauwatosa, WI 53222

Emails:

Outreach: (877) 240-3112

Green Bay Market

call_center_greenbay@optum.com

Milwaukee Market

call_center_milwaukee@optum.com

Green Bay Triage

greenbaytriage@landmark.pure.cloud

Milwaukee Triage

milwaukeeetriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com