

# Markets Summary

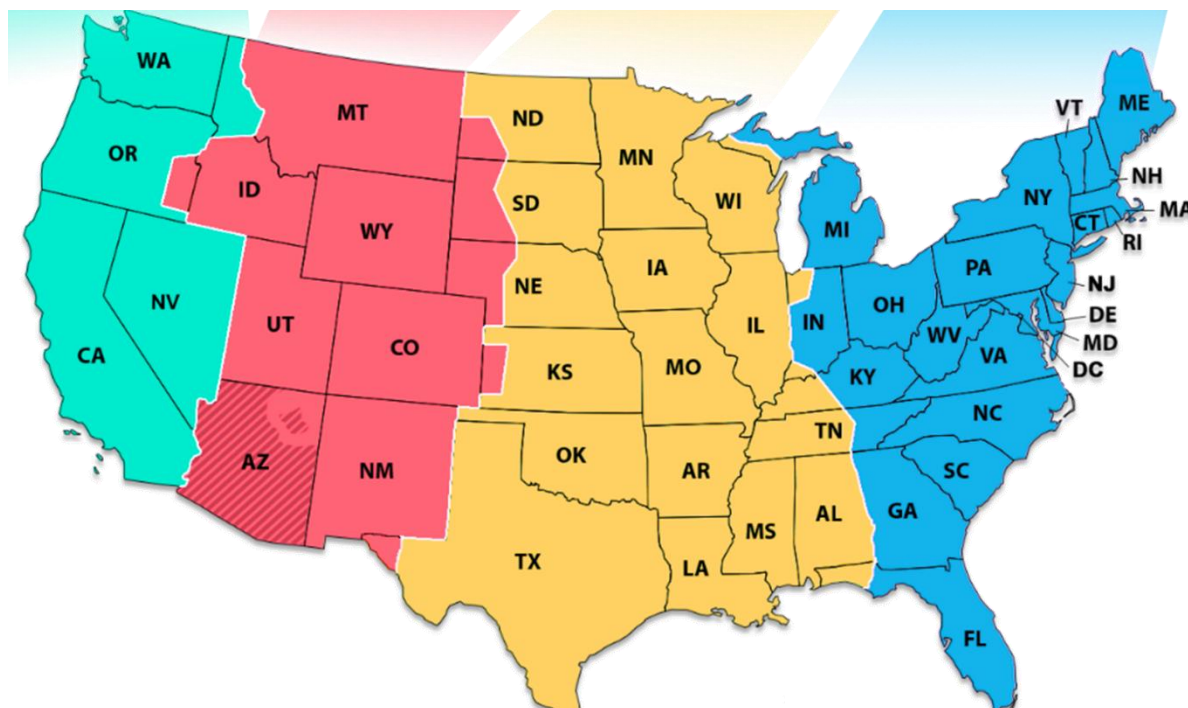
## Market Profile Key:

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

*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

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

## 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

#### Market CC Extension:

📞 Birmingham: 206  
📞 Dothan: 210  
📞 Huntsville: 209  
📞 Mobile: 207  
📞 Montgomery: 208

#### LM1 Clinical Skills:

📞 Birmingham: (205) 421-3421  
📞 Mobile: (251) 206-5966  
📞 Montgomery: (334) 209-4134

#### Emails:

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

Birmingham Market

[call\\_center\\_birmingham@optum.com](mailto:call_center_birmingham@optum.com)

Mobile Market

[call\\_center\\_mobile@optum.com](mailto:call_center_mobile@optum.com)

Montgomery Market

[call\\_center\\_montgomery@optum.com](mailto:call_center_montgomery@optum.com)

Birmingham Triage

[birminghamtriage@landmark.pure.cloud](mailto:birminghamtriage@landmark.pure.cloud)

Mobile Triage

[mobiletriage@landmark.pure.cloud](mailto:mobiletriage@landmark.pure.cloud)

Montgomery Triage

[montgomerytriage@landmark.pure.cloud](mailto:montgomerytriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

#### Cheat Sheets:



[Birmingham Cheat Sheet.pdf](#)



[Mobile Cheat Sheet.pdf](#)



[Montgomery Cheat Sheet.pdf](#)

## 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

### Market CC Extension:

☎ NE Arkansas: 403

☎ SW Arkansas: 404

### LM1 Clinical Skills:

☎ NE Arkansas: (501) 209-7778

☎ SW Arkansas: (501) 232-8137

### Emails:

Arkansas Market  
Northeast Triage  
Southwest Triage  
Central Outreach

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

[call\\_center\\_arkansas@optum.com](mailto:call_center_arkansas@optum.com)

[nearkansasatriage@landmark.pure.cloud](mailto:nearkansasatriage@landmark.pure.cloud)

[swarkansasatriage@landmark.pure.cloud](mailto:swarkansasatriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Arkansas Cheat Sheet.pdf](#)

## Ozarks Time Zone (CST)

AR / MO

### Heartland Market

**Arkansas Office**  
6860 W 115<sup>th</sup> Street  
Overland Park, KS 66211

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

### CC Transfer Queue:

☎ AR: 405

☎ MO: 406

### LM1 Clinical Skills:

☎ (479) 588-2779

### 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](mailto:Ozarkstriage@landmark.pure.cloud)

[OzarkstriageAR@Landmark.pure.cloud](mailto:OzarkstriageAR@Landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Arkansas Cheat Sheet.pdf](#)

## Arizona Time Zone (MST)

AZ

### Phoenix, Tucson

**Phoenix**  
2828 N. Central Avenue  
Suite 829  
Phoenix, AZ 85004

**Phone:** (602) 412-1040  
**Fax:** (855) 299-2190

### CC Transfer Queue:

☎ Phoenix: 468  
☎ Tucson: 469

### LM1 Clinical Skills:

☎ Phoenix: (623) 387-9524  
☎ Tucson: (520) 348-6854

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

**Phone:** (520) 640-3744  
**Fax:** (833) 983-2843

### Emails:

Arizona Market  
Phoenix Triage  
Tucson Triage  
Central Outreach

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

[call\\_center\\_arizona@optum.com](mailto:call_center_arizona@optum.com)  
[phoenixtriage@landmark.pure.cloud](mailto:phoenixtriage@landmark.pure.cloud)  
[tucsontriage@landmark.pure.cloud](mailto:tucsontriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheet:



[Phoenix Cheat Sheet.pdf](#)



[Tucson Cheat Sheet.pdf](#)

## El Segundo Time Zone (PST)

CA

### Los Angeles

**Los Angeles Office**  
2101 Rosecrans Ave  
Suite 3230  
El Segundo, CA 90245

**Phone:** (323) 628-8670  
**Fax:** (855) 883-6300

### CC Transfer Queue:

☎ 464

### LM1 Clinical Skills:

☎ (323) 402-4772

### Emails:

El Segundo Market  
El Segundo Triage  
Central Outreach

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

[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
[losangelestriage@landmark.pure.cloud](mailto:losangelestriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[El Segundo Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**  
☎ 465

**LM1 Clinical Skills:**  
☎ (909) 491-3660

### Emails:

Inland Empire Market  
Inland Empire Triage  
Central Outreach

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

[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
[inlandempiretriage@landmark.pure.cloud](mailto:inlandempiretriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Inland Empire Cheat Sheet.pdf](#)

## Bay Area / Sacramento Time Zone (PST)

CA

NorCal

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

**Phone:** (650) 826-2945  
**Fax:** (844) 832-6330

**CC Transfer Queue:**

☎ Bay Area: 461  
☎ Sacramento: 462

**Sacramento Office**  
1451 Riverpark Dr  
Suite 260  
Sacramento, CA 95815

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

**LM1 Clinical Skills:**

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

### Emails:

Market Mailbox  
Bay Area Triage  
Sacramento Triage  
Central Outreach

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

[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
[bayareatriage@landmark.pure.cloud](mailto:bayareatriage@landmark.pure.cloud)  
[sacramentotriage@landmark.pure.cloud](mailto:sacramentotriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheet:



[NorCal \(Bay Area\) Cheat Sheet.pdf](#)



[NorCal \(Sacramento\) Cheat Sheet.pdf](#)



## San Diego Time Zone (PST)

CA

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

**Phone:** (877) 260-2261  
**Fax:** (844) 813-6746

**CC Transfer Queue:**  
☎ 463  
**LM1 Clinical Skills:**  
☎ (619) 343-3085

**Emails:**  
San Diego Market [call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
San Diego Triage [sandiegotriage@landmark.pure.cloud](mailto:sandiegotriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

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

### Cheat Sheets:



[San Diego Cheat Sheet.pdf](#)

## Denver Time Zone (MST)

CO

Colorado, Great Plains

**Market Office**  
1707 Cole Blvd  
Suite 100  
Golden, CO 80401

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

**CC Transfer Queue:**  
☎ 466  
**LM1 Clinical Skills:**  
☎ (720) 994-3094

**Emails:**  
Denver Market [call\\_center\\_denver@optum.com](mailto:call_center_denver@optum.com)  
Denver Triage [denvertriage@landmark.pure.cloud](mailto:denvertriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

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

### Cheat Sheets:



[Denver Cheat Sheet.pdf](#)

## Connecticut Time Zone (EST)

CT

Hartford, New Haven

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

**Phone:** (877) 255-3259  
**Fax:** (833) 983-2041

**CC Transfer Queue:**  
☎ 101

**LM1 Clinical Skills:**  
☎ CT: (860) 215-3275

### Emails:

Connecticut Market  
Connecticut Triage  
Central Outreach

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

[call\\_center\\_connecticut@optum.com](mailto:call_center_connecticut@optum.com)

[hartfordtriage@landmark.pure.cloud](mailto:hartfordtriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Connecticut Cheat Sheet.pdf](#)

## Mid-Atlantic North Time Zone (EST)

DE / PA

Central PA, Harrisburg, Pittsburgh, Philadelphia, Dover

**Harrisburg Office**  
2401 Park Drive  
Harrisburg, PA 17110

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

**CC Transfer Queue:**

☎ 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

**LM1 Clinical Line:**

☎ Dover: (302) 396-6787

☎ Central PA: (717) 743-1773

☎ Pittsburgh: (412) 228-4132

### Emails:

Dover Market  
Pennsylvania Market  
Dover Triage  
Pennsylvania Triage  
Pittsburgh Triage  
Central Outreach

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

[call\\_center\\_dover@optum.com](mailto:call_center_dover@optum.com)

[call\\_center\\_centralpa@optum.com](mailto:call_center_centralpa@optum.com)

[dovertriage@landmark.pure.cloud](mailto:dovertriage@landmark.pure.cloud)

[centralpatriage@landmark.pure.cloud](mailto:centralpatriage@landmark.pure.cloud)

[pittsburghtriage@landmark.pure.cloud](mailto:pittsburghtriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[East Central PA Cheat Sheet.pdf](#)



[Pittsburgh Cheat Sheet.pdf](#)



[Philadelphia Cheat Sheet.pdf](#)



[Dover Cheat Sheet.pdf](#)



## Fort Myers Time Zone (EST)

South Florida

FL

**Fort Myers Office**  
13751 Metropolis Avenue  
Ft. Myers FL 33912

**Phone:** (239) 955-6005  
**Fax:** (833) 886-3443

**CC Transfer Queue:**

☎ 247

**LM1 Clinical Skills:**

☎ (239) 955-6005

**Emails:**

Fort Myers Market  
Fort Myers Triage  
Central Outreach

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

[call\\_center\\_fortmyers@optum.com](mailto:call_center_fortmyers@optum.com)

[fortmyerstriage@landmark.pure.cloud](mailto:fortmyerstriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Fort Myers Cheat Sheet.pdf](#)

## Gainesville Time Zone (EST)

North Florida

FL

**Gainesville Office**  
603 East Fort King St.  
Ocala FL 34471

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

**CC Transfer Queue:**

☎ 244

**LM1 Clinical Skills:**

☎ (352) 810-4248

**Emails**

Gainesville Market  
Gainesville Triage  
Central Outreach

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

[call\\_center\\_gainesville@optum.com](mailto:call_center_gainesville@optum.com)

[gainesvilletriage@landmark.pure.cloud](mailto:gainesvilletriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Gainesville Cheat Sheet.pdf](#)

## Jacksonville Time Zone (EST)

FL

### North Florida

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

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

**CC Transfer Queue:**

☎ 245

**LM1 Clinical Skills:**

☎ (904) 902-5812

### Emails:

Jacksonville Market  
Jacksonville Triage  
Central Outreach

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

[call\\_center\\_jacksonville@optum.com](mailto:call_center_jacksonville@optum.com)

[jacksonvilletriage@landmark.pure.cloud](mailto:jacksonvilletriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Jacksonville Cheat Sheet.pdf](#)

## Miami Time Zone (EST)

FL

### South Florida

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

**Phone:** (786) 840 3865  
**Fax:** (833) 886-3441

**CC Transfer Queue:**

☎ 248

**LM1 Clinical Skills:**

☎ (786) 840-3865

### Emails:

Miami Market  
Miami Triage  
Central Outreach

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

[call\\_center\\_miami@optum.com](mailto:call_center_miami@optum.com)

[miamitriage@landmark.pure.cloud](mailto:miamitriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Miami Cheat Sheet.pdf](#)

## Orlando Time Zone (EST)

FL

### North Florida

#### Orlando Office

6545 Corporate Centre Blvd  
Suite 240  
Orlando, FL 32822

**Phone:** (833) 435-1730

**Fax:** (866) 943-6552

#### CC Transfer Queue:

📞 246

#### LM1 Clinical Skills:

📞 (407) 641-0483

#### Emails:

Orlando Market

Orlando Triage

Central Outreach

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

[call\\_center\\_orlando@optum.com](mailto:call_center_orlando@optum.com)

[orlandotriage@landmark.pure.cloud](mailto:orlandotriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

#### Cheat Sheets:



[Orlando Cheat Sheets.pdf](#)

## Pensacola Time Zone (CST)

FL

### North Florida

#### Pensacola Office

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

**Phone:** (833) 435-1723

**Fax:** (833) 886-3444

**Outreach:** (850) 824-6705

#### CC Transfer Queue:

📞 212

#### LM1 Clinical Skills:

📞 (850) 824-6706

#### Emails

Pensacola Market

Pensacola Triage

Central Outreach

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

[call\\_center\\_pensacola@optum.com](mailto:call_center_pensacola@optum.com)

[pensacolatriage@landmark.pure.cloud](mailto:pensacolatriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

#### Cheat Sheets:



[Pensacola Cheat Sheet.pdf](#)

## **Tampa** Time Zone (EST) South Florida

**FL**

**Tampa Office**  
5130 Sunforest Drive  
Suite 200  
Tampa, FL 33634

**Phone:** (813) 921-6706  
**Fax:** (833) 886-3442

**CC Transfer Queue:**  
☎ 249  
**LM1 Clinical Skills:**  
☎ (813) 921-6706

**Emails:**

Tampa Market

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

[call\\_center\\_tampa@optum.com](mailto:call_center_tampa@optum.com)

Tampa Triage

[tampatriage@landmark.pure.cloud](mailto:tampatriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Tampa Cheat Sheet.pdf](#)

## **Atlanta** Time Zone (EST)

**GA**

**Atlanta Office**  
2100 RiverEdge Pkwy  
Suite 600  
Atlanta GA, 30328

**Phone:** (404) 282-0748  
**Fax:** (844) 732-0498  
**Outreach:** (404) 282-0794

**CC Transfer Queue:**  
☎ 241  
**LM1 Clinical Skills:**  
☎ (404) 692-6804

**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](mailto:call_center_georgia@optum.com)

Atlanta Triage

[atlantatriage@landmark.pure.cloud](mailto:atlantatriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Atlanta Cheat Sheet.pdf](#)

## Macon Time Zone (EST)

GA

**Macon Office**  
1000 Corporate  
Pointe Suite 202  
Warner Robins, GA 31088

**Phone:** (833) 417-5596  
**Fax:** (844) 536-8557

**CC Transfer Queue:**

☎ 243

**LM1 Clinical Skills:**

☎ (470) 632-3272

**Emails:**

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

Macon Market

[call\\_center\\_georgia@optum.com](mailto:call_center_georgia@optum.com)

Macon Triage

[macontriage@landmark.pure.cloud](mailto:macontriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Macon Cheat Sheet.pdf](#)

## Valdosta Time Zone (EST)

GA

*(No Address Available)*

**Phone:** *(No Phone Available)*

**Fax:** *(No Fax Available)*

**CC Transfer Queue:**

☎ (242)

**LM1 Clinical Skills:**

☎ (229) 795-1255

**Emails:**

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

Valdosta Market

[call\\_center\\_georgia@optum.com](mailto:call_center_georgia@optum.com)

Valdosta Triage

[valdostatriage@landmark.pure.cloud](mailto:valdostatriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Macon Cheat Sheet.pdf](#)

## Des Moines Time Zone (CST)

IA

### Heartland Market

**Market Office**

1089 Jordan Creek Parkway  
Suite 200  
West Des Moines IA 50266

**Phone:** (515) 531-8013

**Fax:** (833) 983-2836

**CC Transfer Queue:**

☎ 328

**LM1 Clinical Skills:**

☎ (515-585-0610)

**Emails:**

Des Moines Market

Des Moines Triage

Central Outreach

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

[Call\\_Center\\_DesMoines@optum.com](mailto:Call_Center_DesMoines@optum.com)

[desmoinestriage@landmark.pure.cloud](mailto:desmoinestriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**

[Des Moines Cheat Sheet .pdf](#)

## Cedar Rapids Time Zone (CST)

IA / IL

### Heartland Market

**Market Office**

1089 Jordan Creek Parkway  
Suite 200  
West Des Moines IA 50266

**Phone:** (515) 531-8013

**Fax:** (888) 997-6077

**CC Transfer Queue:**

☎ IA: 326

☎ IL: 327

**LM1 Clinical Skills:**

☎ IA: (319) 209-5192

☎ IL: (319) 531-9313

**Emails:**

Cedar Rapids Market

Cedar Rapids IA Triage

Cedar Rapids IL Triage

Central Outreach

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

[Call\\_Center\\_CedarRapids@optum.com](mailto:Call_Center_CedarRapids@optum.com)

[cedarrapidsiatriage@landmark.pure.cloud](mailto:cedarrapidsiatriage@landmark.pure.cloud)

[cedarrapidsiltriage@landmark.pure.cloud](mailto:cedarrapidsiltriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**

[Cedar Rapids Cheat Sheet .pdf](#)



## Chicago Time Zone (CST)

Illinois / IL Market

IL

**Market Office**  
2655 Warrenville Rd.  
Suite 500  
Downers Grove, IL 60515

**Phone:** (773) 840-1339  
**Fax:** (855)-273-3924

**CC Transfer Queue:**  
☎ 325  
**LM1 Clinical Skills:**  
☎ (773) 219-2436

**Emails:**  
Chicago Market [call\\_center\\_chicago@optum.com](mailto:call_center_chicago@optum.com)  
Chicago Triage [chicagotriage@landmark.pure.cloud](mailto:chicagotriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

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

### Cheat Sheets:



[Chicago Cheat Sheet.pdf](#)

## Indiana Time Zone (EST)

Indianapolis, Fort Wayne

IN

**Indianapolis Office**  
7440 Woodland Drive  
Indianapolis, IN 46278

**Phone:** (866) 603-7608  
**Fax:** (833) 711-1337

**CC Transfer Queue:**  
☎ Indianapolis: 322  
☎ Fort Wayne: 321

**Fort Wayne Office**  
1690 Broadway  
Ft. Wayne, IN 46802

**Phone:** (866) 603-7606  
**Fax:** (833) 983-2037

**LM1 Clinical Skills:**  
☎ Indianapolis: (463) 218-3989  
☎ Fort Wayne: (260) 215-6295

**Emails:**  
Indiana Market [call\\_center\\_indiana@optum.com](mailto:call_center_indiana@optum.com)  
Indianapolis Triage [indianapolistriage@landmark.pure.cloud](mailto:indianapolistriage@landmark.pure.cloud)  
Fort Wayne Triage [fortwaynetriage@landmark.pure.cloud](mailto:fortwaynetriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

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

### Cheat Sheets:



[Indianapolis Cheat Sheet.pdf](#)



[Fort Wayne Cheat Sheet.pdf](#)

## Kansas City Time Zone (CST)

**KS / MO**

Heartland Market, Kansas City,

**Market Office**  
6860 West 115<sup>th</sup> Street  
Overland Park, KS 66211

**Phone:** (833) 358-0017  
**Fax:** (855) 299-2184

### CC Transfer Queue:

📞 KS: 408  
📞 MO: 407

### LM1 Clinical Skills:

📞 KS: (913) 971-0278  
📞 MO: (816) 319-2677

### Emails:

Kansas City Market  
Kansas City KS Triage  
Kansas City MO Triage  
Central Outreach

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

[Call\\_Center\\_KansasCity@optum.com](mailto:Call_Center_KansasCity@optum.com)  
[kansascitykstriage@landmark.pure.cloud](mailto:kansascitykstriage@landmark.pure.cloud)  
[kansascitymotriage@landmark.pure.cloud](mailto:kansascitymotriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Kansas City \(KS MO\) Cheat Sheet.pdf](#)

## Kentucky Time Zone (EST)

**KY**

Kentucky = Greater Cincinnati, Cincinnati

**Kentucky Office**  
3455 Mill Run Dr.  
Suite 310  
Hillard, OH 43026

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

### CC Transfer Queue:

📞 261

### LM1 Clinical Skills:

📞 Louisville: (502) 390-2894

### Emails:

Kentucky Market  
Louisville Triage  
Central Outreach

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

[call\\_center\\_cincinnati@optum.com](mailto:call_center_cincinnati@optum.com)  
[louisvilletriage@landmark.pure.cloud](mailto:louisvilletriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Greater Cincinnati KY Cheat Sheet.pdf](#)

## Northwest 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

**CC Transfer Queue:**

📞 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

**LM1 Clinical Line:**

📞 MA: (617) 804-2627  
📞 NH: (617) 804-2548  
📞 ME: (508) 556-1756

**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](mailto:call_center_nwnewengland@optum.com)

Maine Market

[call\\_center\\_maine@optum.com](mailto:call_center_maine@optum.com)

Massachusetts Triage

[northcentralmatriage@landmark.pure.cloud](mailto:northcentralmatriage@landmark.pure.cloud)

New Hampshire Triage

[newhampshiretriage@landmark.pure.cloud](mailto:newhampshiretriage@landmark.pure.cloud)

Maine Triage

[mainetriage@landmark.pure.cloud](mailto:mainetriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**

 [Northwest New England Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**

☎ MA: 103

☎ RI: 104

**LM1 Clinical Skills:**

☎ MA: (617) 433-9284

☎ RI: (617) 804-2599

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

**Phone:** (844) 242-4472  
**Fax:** (844) 803-8107

### Emails:

SE New England Market  
Massachusetts Triage  
Rhode Island Triage  
Central Outreach

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

[call\\_center\\_senewengland@optum.com](mailto:call_center_senewengland@optum.com)  
[southeastmatriage@landmark.pure.cloud](mailto:southeastmatriage@landmark.pure.cloud)  
[rhodeislandtriage@landmark.pure.cloud](mailto:rhodeislandtriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Southeast New England Cheat Sheet.pdf](#)

## 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:** (410) 657-5061  
**FAX:** (866) 279-3314

**CC Transfer Queue:**

☎ MD: 146

☎ VA: 147

**LM1 Clinical Skills:**

☎ MD: (443) 774-1401

☎ VA: (804) 207 3024

**Virginia Office**  
14321 Winter Breeze Dr  
Midlothian, VA 23113

**Phone:** (804) 223-6445  
**FAX:** (888) 442-6953

### Emails:

Baltimore Market  
Mid-Atlantic South Market  
Baltimore Triage  
East Virginia Triage  
Central Outreach

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

[call\\_center\\_baltimore@optum.com](mailto:call_center_baltimore@optum.com)  
[call\\_center\\_mid-atlanticsouth@optum.com](mailto:call_center_mid-atlanticsouth@optum.com)  
[baltimoretriage@landmark.pure.cloud](mailto:baltimoretriage@landmark.pure.cloud)  
[easternvatriage@landmark.pure.cloud](mailto:easternvatriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Virginia Cheat Sheet .pdf](#)



[Baltimore Cheat Sheet.pdf](#)

## Detroit Time Zone (EST)

MI

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

**Phone:** (313) 306-2023  
**Fax:** (888) 442-6976

**CC Transfer Queue:**  
☎ 301

**LM1 Clinical Skills:**  
☎ (313) 306-2529

**Emails:**

Detroit Market

Detroit Triage

Central Outreach

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

[call\\_center\\_detroit@optum.com](mailto:call_center_detroit@optum.com)

[detroittriage@landmark.pure.cloud](mailto:detroittriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Detroit Cheat Sheet.pdf](#)

## East Michigan Time Zone (EST)

MI

East Michigan Areas = Lansing, Saginaw and Flint

**Flint Office**  
4100 S Saginaw St.  
203 Flint MI 48507

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

**CC Transfer Queue:**  
☎ 302

**LM1 Clinical Skills:**  
☎ (517) 705-3330

**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](mailto:call_center_eastmichigan@optum.com)

[eastmichigantriage@landmark.pure.cloud](mailto:eastmichigantriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[East Michigan Cheat Sheet.pdf](#)

## West Michigan Time Zone (EST)

MI

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

**Phone:** (616) 207-3534  
**Fax:** (855) 999-9436

**CC Transfer Queue:**

📞 303

**LM1 Clinical Skills:**

📞 (616) 303-1686

**Emails:**

West Michigan Market  
West Michigan Triage  
Central Outreach

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

[call\\_center\\_westmichigan@optum.com](mailto:call_center_westmichigan@optum.com)

[westmichigantriage@landmark.pure.cloud](mailto:westmichigantriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[West Michigan Cheat Sheet.pdf](#)

## Minnesota Time Zone (CST)

MN

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

**Phone:** (952) 395-3953  
**Fax:** (888) 618-3523

**CC Transfer Queue:**

📞 329

**LM1 Clinical Skills:**

📞 Minnesota: (612) 200-0890

**Emails:**

Minnesota Market  
Minnesota Triage  
Central Outreach

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

[call\\_center\\_minnesota@optum.com](mailto:call_center_minnesota@optum.com)

[minnesotatriage@landmark.pure.cloud](mailto:minnesotatriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Minnesota Cheat Sheet.pdf](#)



## 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

**CC Transfer Queue:**

📞 IL: 401  
📞 MO: 402

**LM1 Clinical Skills:**

📞 IL: (314) 936-6998  
📞 MO: (314) 936-6998

**Emails:**

St. Louis IL Market  
St. Louis Triage IL  
St. Louis Triage MO  
Central Outreach

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

[call\\_center\\_stlouis@optum.com](mailto:call_center_stlouis@optum.com)  
[stlouisiltriage@landmark.pure.cloud](mailto:stlouisiltriage@landmark.pure.cloud)  
[stlouismotriage@landmark.pure.cloud](mailto:stlouismotriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**

 [St. Louis Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**

📞 211

**LM1 Clinical Skills:**

📞 Gulfport: (504) 313-1390

**Emails:**

Market Mailbox  
Mississippi Triage  
Central Outreach

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

[call\\_center\\_mississippi@optum.com](mailto:call_center_mississippi@optum.com)  
[gulfporttriage@landmark.pure.cloud](mailto:gulfporttriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**

 [Gulf Coast \(LA MS\) Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**  
☎ 222

**LM1 Clinical Skills:**  
☎ (984) 227-8915

### Emails:

East NC Market

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

[call\\_center\\_eastnc@optum.com](mailto:call_center_eastnc@optum.com)

Raleigh-Durham Triage

[raleighdurhamtriage@landmark.pure.cloud](mailto:raleighdurhamtriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[East North Carolina Cheat Sheet.pdf](#)

## West North Carolina Time Zone (EST)

NC

### Winston-Salem

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

**Phone:** (833) 357-2966  
**Fax:** (855) 299-2182

**CC Transfer Queue:**  
☎ 221

**LM1 Clinical Skills:**  
☎ (336) 934-4375

### Emails:

West NC Market

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

[call\\_center\\_westnc@optum.com](mailto:call_center_westnc@optum.com)

Winston-Salem Triage

[winstonsalemtriage@landmark.pure.cloud](mailto:winstonsalemtriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[West North Carolina Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**

📞 Newark: 141  
📞 Tom's River: 142

**Secaucus Office**  
One Harmon Plaza  
Suite 304  
Secaucus, NJ 07094

**Phone:** (833) 202-5499  
**Fax:** (833) 983-2851

**LM1 Clinical Line:**

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

**Emails:**

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

New Jersey Market [call\\_center\\_newjersey@optum.com](mailto:call_center_newjersey@optum.com)  
Newark Triage [newarktriage@landmark.pure.cloud](mailto:newarktriage@landmark.pure.cloud)  
Tom's River Triage [tomsrivertriage@landmark.pure.cloud](mailto:tomsrivertriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Newark Cheat Sheet.pdf](#)



[Tom's River Cheat Sheet.pdf](#)

## Albany Time Zone (EST)

NY

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

**Phone:** (518) 348-3176  
**Fax:** (844) 574-2616

**CC Transfer Queue:**

📞 122

**LM1 Clinical Line:**

📞 (518) 362-8196

**Emails:**

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

Albany Market [call\\_center\\_albany@optum.com](mailto:call_center_albany@optum.com)  
Albany Triage [albanytriage@landmark.pure.cloud](mailto:albanytriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Albany Cheat Sheet.pdf](#)

## Buffalo Time Zone (EST)

NY

### WNY Market

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

**Phone:** (716) 995-4450

**Fax:** (844) 206-7424

**CC Transfer Queue:**

☎ 123

**LM1 Clinical Line:**

☎ (716) 427-6282

### Emails:

Buffalo Market

Buffalo Triage

Central Outreach

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

[call\\_center\\_buffalo@optum.com](mailto:call_center_buffalo@optum.com)

[buffalotriage@landmark.pure.cloud](mailto:buffalotriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Buffalo Cheat Sheet.pdf](#)

## Central NY / Syracuse Time Zone (EST)

NY

### Syracuse / Rochester

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

**Phone:** (315) 204-0397

**FAX:** (844) 206-7424

**CC Transfer Queue:**

☎ Rochester: 124

☎ Syracuse: 125

**LM1 Clinical Line:**

☎ Rochester: (315) 236-2628

☎ Syracuse: (315) 204-0461

### Emails:

Central NY Market

Rochester Triage

Syracuse Triage

Central Outreach

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

[call\\_center\\_centralny@optum.com](mailto:call_center_centralny@optum.com)

[rochestertriage@landmark.pure.cloud](mailto:rochestertriage@landmark.pure.cloud)

[syracusetriage@landmark.pure.cloud](mailto:syracusetriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Central NY Cheat Sheet.pdf](#)

## 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

**CC Transfer Queue:**  
📞 121  
**LM1 Clinical Line:**  
📞 (347) 354-6416

### Emails:

NYC Call Market

[call\\_center\\_nyc@optum.com](mailto:call_center_nyc@optum.com)

NYC Triage

[nyctriage@landmark.pure.cloud](mailto:nyctriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.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

**Office Address:**  
400 East Business Way  
Cincinnati, OH 45241

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

**CC Transfer Queue:**  
📞 262  
**LM1 Clinical Skills:**  
📞 (513) 833-9362

### Emails:

Greater Cincinnati Market

[call\\_center\\_cincinnati@optum.com](mailto:call_center_cincinnati@optum.com)

Greater Cincinnati Triage

[cincinnati@landmark.pure.cloud](mailto:cincinnati@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Greater Cincinnati KY Cheat Sheet.pdf](#)

## Greater Cleveland / Columbus Time Zone (EST)

OH

**Cleveland Office:** Phone: (833) 358-2665  
26300 Cedar Rd. Fax: (833) 711-1725  
Ste. 1105  
Beachwood, OH 44122

**Columbus Office:** Phone: (833) 358-2665  
5900 Parkwood Place Fax: (855) 362-0779  
Dublin, OH 43016

### CC Transfer Queue:

📞 Cleveland: 263  
📞 Columbus: 264

### LM1 Clinical Skills:

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

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

Market Mailbox [call\\_center\\_mid-centraloh@optum.com](mailto:call_center_mid-centraloh@optum.com)  
Greater Cleveland Triage [clevelandtriage@landmark.pure.cloud](mailto:clevelandtriage@landmark.pure.cloud)  
Columbus Triage [columbustriage@landmark.pure.cloud](mailto:columbustriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:

 [Greater Cleveland Cheat Sheet.pdf](#)

## Oklahoma City / Tulsa Time Zone (CST)

OK

**Oklahoma City** Phone: (855) 696-1424  
4801 Gaillardia Parkway Fax: (833) 983-2845  
Suite 200  
Oklahoma City, OK 73142

**Tulsa** Phone: (855) 443-4523  
5272 S. Lewis Ave. Fax: (888) 997-6078  
Tulsa, OK 74105

### CC Transfer Queue:

📞 Oklahoma City: 409  
📞 Tulsa: 410

### LM1 Clinical Skills:

📞 Oklahoma City: 405-259-7169  
📞 Tulsa: (918) 395-8021

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

Market Mailbox [Call\\_Center\\_Oklahoma@optum.com](mailto:Call_Center_Oklahoma@optum.com)  
Oklahoma City Triage [oklahomacitytriage@landmark.pure.cloud](mailto:oklahomacitytriage@landmark.pure.cloud)  
Tulsa Triage [tulsatriage@landmark.pure.cloud](mailto:tulsatriage@landmark.pure.cloud)  
Central Outreach [centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheet:

 [Oklahoma City Cheat Sheet.pdf](#)

 [Tulsa Cheat Sheet.pdf](#)



## 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

### CC Transfer Queue:

📞 Greater OR: 441

📞 Greater WA: 442

### LM1 Clinical Skills:

📞 Greater OR: (503) 825-0591

📞 Greater WA: (206) 899-1488

### 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](mailto:call_center_greaternorthwest@optum.com)

Greater Oregon Triage

[greateroregontriage@landmark.pure.cloud](mailto:greateroregontriage@landmark.pure.cloud)

Greater Washington Triage

[greaterwashingtontriage@landmark.pure.cloud](mailto:greaterwashingtontriage@landmark.pure.cloud)

Central Outreach

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:



[Greater NW Cheat Sheet.pdf](#)

## 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

### CC Transfer Queue:

📞 Columbia: 226

📞 Charleston: 223

📞 Greenville: 225

📞 Myrtle Beach: 224

### Charleston

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

**Phone:** (833) 202-5601

**Fax:** (833) 983-2040

### LM1 Clinical Skills:

📞 Columbia: (803) 567-5312

📞 Charleston: (843) 212-7749

📞 Greenville: 864-358-9491

📞 Myrtle Beach: (843) 212-7823

### 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](mailto:call_center_southcarolina@optum.com)

[columbiatriage@landmark.pure.cloud](mailto:columbiatriage@landmark.pure.cloud)

[charlestontriage@landmark.pure.cloud](mailto:charlestontriage@landmark.pure.cloud)

[greenvilletriage@landmark.pure.cloud](mailto:greenvilletriage@landmark.pure.cloud)

[myrtlebeachtriage@landmark.pure.cloud](mailto:myrtlebeachtriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### 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**  
1100 Market Street  
Floor 6  
Chattanooga, TN 37402

**Phone** (423) 212-3266  
**FAX:** (833) 983-2043

**CC Transfer Queue:**  
☎ 201  
**LM1 Clinical Skills:**  
☎ (423) 668-0360

**Emails:**  
Chattanooga Market  
Chattanooga Triage  
Central Outreach

**Outreach:** (877) 240-3112  
[call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
[chattanoogatriage@landmark.pure.cloud](mailto:chattanoogatriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:

 [Chattanooga Cheat Sheet.pdf](#)

## Knoxville Time Zone (EST)

TN

**Knoxville**  
4315 Kingston Pike  
Suite 210  
Knoxville, TN 37919

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

**CC Transfer Queue:**  
☎ 202  
**LM1 Clinical Skills:**  
☎ (865) 545-0820

**Emails:**  
Knoxville Market  
Knoxville Triage  
Central Outreach

**Outreach:** (877) 240-3112  
[call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
[knoxvilletriage@landmark.pure.cloud](mailto:knoxvilletriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:

 [Knoxville Tri-Cities Cheat Sheet.pdf](#)

## Memphis Time Zone (CST)

TN

**Memphis Metro**  
1840 Pyramid Place  
Memphis, TN 38132

**Phone** (901) 250-1963  
**FAX:** (833) 983-2043

**CC Transfer Queue:**  
☎ 205  
**LM1 Clinical Skills:**  
☎ (901) 341-5500

**Emails:**  
Memphis Market  
Memphis Triage  
Central Outreach

**Outreach:** (877) 240-3112  
[call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
[memphistriage@landmark.pure.cloud](mailto:memphistriage@landmark.pure.cloud)  
[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

### Cheat Sheets:

 [Memphis Cheat Sheet.pdf](#)

## Nashville Time Zone (CST)

TN

**Nashville Office**  
210 Westwood Place  
Suite 110  
Brentwood, TN 37027

**Phone:** (615) 250-1963

**FAX:** (833) 983-2043

**CC Transfer Queue:**

☎ 204

**LM1 Clinical Skills:**

☎ (615) 538-4190

**Emails:**

Nashville Market

Nashville Triage

Central Outreach

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

[call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)

[nashvilletriage@landmark.pure.cloud](mailto:nashvilletriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Nashville Cheat Sheet.pdf](#)

## Tri-Cities Metro Time Zone (EST)

TN

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

**Phone:** (423) 226-3753

**FAX:** (833) 983-2043

**CC Transfer Queue:**

☎ 203

**LM1 Clinical Skills:**

☎ (423) 251-6799

**Emails:**

Tri-Cities Market

Tri-Cities Triage

Central Outreach

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

[call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)

[tricitiestriage@landmark.pure.cloud](mailto:tricitiestriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@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

**CC Transfer Queue:**

☎ 421

**LM1 Clinical Skills:**

☎ (281) 612-3727

**Emails:**

Houston Market

Houston Triage

Central Outreach

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

[Call\\_Center\\_Houston@optum.com](mailto:Call_Center_Houston@optum.com)

[houstontriage@landmark.pure.cloud](mailto:houstontriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Houston Cheat Sheet.pdf](#)

## 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) 364-2886  
**FAX:** (888) 262-9948

**CC Transfer Queue:**

☎ Dallas / Ft. Worth: 423

☎ Temple: 424

**LM1 Clinical Skills:**

☎ Dallas / Ft. Worth:  
(469) 300-1863

☎ Temple: (254) 203-5241

**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](mailto:Call_Center_NorthCentralTexas@optum.com)

[dallasftworthtriage@landmark.pure.cloud](mailto:dallasftworthtriage@landmark.pure.cloud)

[templetriage@landmark.pure.cloud](mailto:templetriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[North Central Texas Cheat Sheet.pdf](#)

## San Antonio Time Zone (CST)

TX

### South Texas

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

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

**CC Transfer Queue:**

☎ 422

**LM1 Clinical Skills:**

☎ (726) 207-3217

**Emails:**

San Antonio Market  
San Antonio Triage  
Central Outreach

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

[Call\\_Center\\_SanAntonio@optum.com](mailto:Call_Center_SanAntonio@optum.com)

[sanantoniotriage@landmark.pure.cloud](mailto:sanantoniotriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[San Antonio Cheat Sheet.pdf](#)

## Utah Time Zone (MST)

UT

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

**Phone:** (801) 997-6372  
**Fax:** (844) 294-1138  
**Medical Records Fax:**  
(888) 741-9170

**CC Transfer Queue:**

☎ 467

**LM1 Clinical Skills:**

☎ (801) 758-7263

**Emails:**

Utah Market  
Utah Triage  
Central Outreach

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

[call\\_center\\_utah@optum.com](mailto:call_center_utah@optum.com)

[utahtriage@landmark.pure.cloud](mailto:utahtriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



(Pending)



## 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

**CC Transfer Queue:**

☎ 443

**LM1 Clinical Skills:**

☎ (206) 946-9803

**Emails:**

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

Puget Sound Market  
Seattle Triage  
Central Outreach

[call\\_center\\_pugetsound@optum.com](mailto:call_center_pugetsound@optum.com)

[seattletriage@landmark.pure.cloud](mailto:seattletriage@landmark.pure.cloud)

[centraloutreachscheduling@optum.com](mailto:centraloutreachscheduling@optum.com)

**Cheat Sheets:**



[Puget Sound Cheat Sheet.pdf](#)

## Wisconsin Time Zone (CST)

WI

**Green Bay, Milwaukee**

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

**Fax:** (844) 732-0499  
*Medical Records*

**Fax:** (888) 618-3543

**CC Transfer Queue:**

☎ Milwaukee: 323

☎ Green Bay: 324

**LM1 Clinical Skills:**

☎ Milwaukee: (414) 204-7584

☎ Green Bay: (920) 204-6364

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

**Fax:** (844) 732-0499  
*Medical Records*

**Fax:** (888) 618-3548

**Milwaukee Shipping Office**

11220 W Burleigh Street  
Suite 139  
Wauwatosa, WI 53222

**Emails:**

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

Wisconsin Market  
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Milwaukee Triage  
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**Cheat Sheets:**



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