

Markets Summary

Market Profile Key:

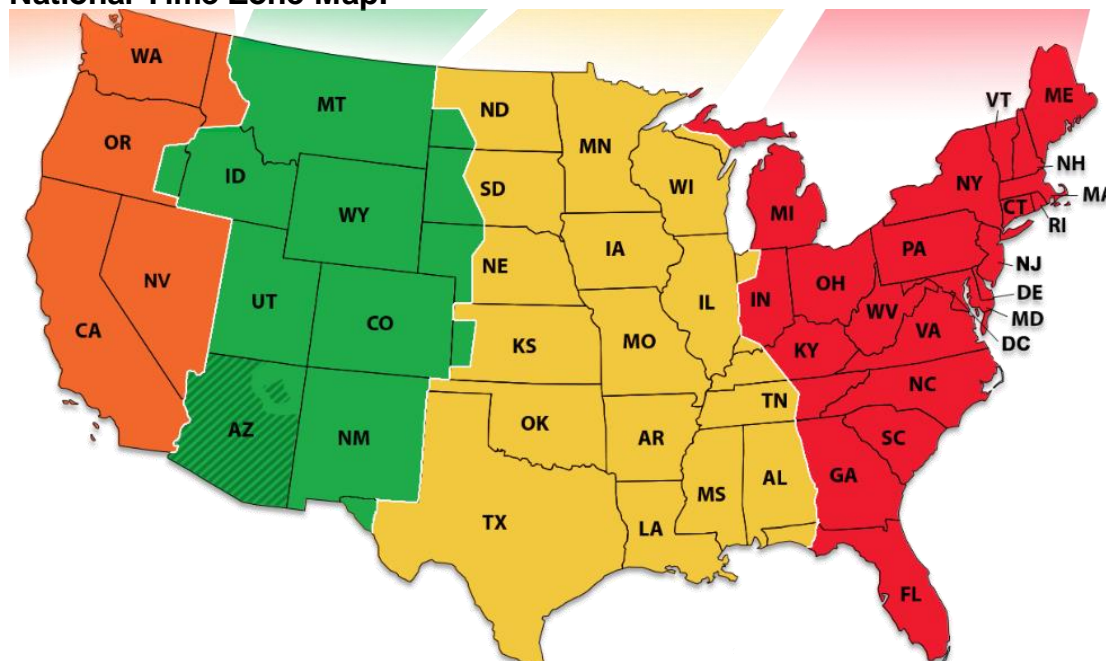
| | |
|------------------------------------|---|
| Market Name - | The markets name or name commonly used when referring to a large region we serve. |
| Other Names / Identifiers – | Labels that may appear in Ubiquity chart headings. |

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

Market Quick Select

AL – Alabama

AR – Arkansas

AR/ MO – Ozarks

AZ – Phoenix, Tucson

CA – El Segundo

CA – Inland Empire

CA – NorCal (Bay Area + Sacramento)

CA – San Diego

CO – Denver

CT – Connecticut

DE / PA – Mid-Atlantic North

FL – Fort Myers

FL – Gainesville

FL – Jacksonville

FL – Miami

FL – Orlando

FL – Pensacola

FL – Tampa

GA – Atlanta

GA – Macon

GA – Valdosta

IA – Des Moines

IA / IL – Cedar Rapids

IL – Chicago

IN – Indiana

KS / MO – Kansas City

KY – Kentucky

MA / NH / ME – Northwest New England

MA / RI – Southeast New England

MD / VA – Mid-Atlantic South

MI – Detroit

MI – East Michigan

MI – West Michigan

MN – Minnesota

MO / IL – Greater St. Louis

MS / LA – Mississippi / Louisiana

NC – East North Carolina

NC – West North Carolina

NJ – New Jersey

NY – Albany

NY – Buffalo

NY – Central New York

NY – NYC Metro

OH – Greater Cincinnati

OH – Greater Cleveland / Columbus

OK – Oklahoma City / Tulsa

OR / WA – Greater Northwest

SC – South Carolina

TN – Chattanooga

TN – Knoxville

TN – Memphis

TN – Nashville

TN - Tri-Cities

TX – Houston

TX – North Central Texas

TX – San Antonio

UT – Utah

WA - Puget Sound / Seattle

WI – Wisconsin

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
Outreach: (205) 745-5685

Market Skills:

(pending)

LM1 Clinical Skills:

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

Mobile Office
3205 Westside Park
Mobile, AL 36695

Phone: (866) 607-0648
Fax: (844) 901-9447
Outreach: (251) 255-7367

Triage Skills:

(pending)

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




Phone: (866) 607-1498
Fax: (844) 901-9448
Outreach: 334-218-4495

Emails:

| | |
|---------------------------|--|
| Birmingham Call Center | call_center_birmingham@optum.com |
| Mobile Call Center | call_center_mobile@optum.com |
| Montgomery Call Center | call_center_montgomery@optum.com |
| Birmingham Triage | birminghamtriage@landmark.pure.cloud |
| Mobile Triage | mobiletriage@landmark.pure.cloud |
| Montgomery Triage | montgomerytriage@landmark.pure.cloud |
| Birmingham Local Outreach | Birmingham_LocalOutreach@landmarkhealth.org |
| Mobile Local Outreach | Mobile_LocalOutreach@landmarkhealth.org |
| Montgomery Local Outreach | Montgomery_LocalOutreach@landmarkhealth.org |

(outreach emails are temporary)

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
Outreach: (913) 971-0282

Market Skills:

(pending)

LM1 Clinical Skills:

☎ NE Arkansas: (501) 209-7778
☎ SW Arkansas: (501) 232-8137
☎ Ozarks: (479) 588-2779

Triage Skills:

(pending)

Emails:

Call Center call_center_arkansas@optum.com
Northeast Triage nearkansatriage@landmark.pure.cloud
Southwest Triage swarkansatriage@landmark.pure.cloud
Heartland Outreach hbmcrlocaloutreach@ds.uhc.com

Cheat Sheets:

 [Arkansas Cheat Sheet.pdf](#)

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
Outreach: (913) 971-0282

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (479) 588-2779

Triage Skills:

(pending)

Emails:

Call Center *Pending (use state-specific call center mailboxes for now)*
Ozark Triage ozarkstriage@landmark.pure.cloud
Heartland Outreach hbmcrlocaloutreach@ds.uhc.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

Market Skills:

(pending)

LM1 Clinical Skills:

☎ Phoenix: (623) 387-9524

☎ Tucson: (520) 348-6854

Triage Skills:

☎ (pending)

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

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

Emails:

Outreach: 602-412-1043

Call Center

call_center_arizona@optum.com

Phoenix Triage

phoenixtriage@landmark.pure.cloud

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)

CA

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

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

Market Skills:

(pending)

LM1 Clinical Skills:

☎ Los Angeles: (323) 402-4772

Triage Skills:

(pending)

Emails:

Outreach: (909) 491-3191

El Segundo Call Center

call_center_california@optum.com

El Segundo Triage

losangelestriage@landmark.pure.cloud

Local Outreach

SoCalLocalOutreach@landmarkhealth.org (temporary)

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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (909) 491-3660

Triage Skills:

(pending)

Emails:

Inland Empire Call Center

Outreach: (909) 491-3191

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

Bay Area Office

395 Oyster Point Blvd
Suite 512
San Francisco, CA 94080

Phone: (650) 826-2945

Fax: (844) 832-6330

Market Skills:

(pending)

LM1 Clinical Skills:

📞 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:

Call Center

Outreach: (650) 457-1662

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 \(Bay Area\) 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

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (619) 343-3085
Triage Skills:
(pending)

Emails:

San Diego Call Center
San Diego Triage
Local Outreach

Outreach: (650) 457-1662
call_center_california@optum.com
sandiegotriage@landmark.pure.cloud
NorCal_localoutreach@landmarkhealth.org
(temporary)

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

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (855) 783-9545
Triage Skills:
(pending)

Emails:

Outreach: (720) 383-4979

Denver Call Center call_center_denver@optum.com
Denver Triage denvertrriage@landmark.pure.cloud
Local Outreach HBMC-GreatPlainsOutreach@ds.uhc.com

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

Outreach: (203) 405-8844

Market Skills:

(pending)

LM1 Clinical Skills:

📞 CT: (860) 215-3275

Triage Skills:

(pending)

Emails:

Call Center call_center_connecticut@optum.com

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

2401 Park Drive
Harrisburg, PA 17110

Phone: (877) 257-2192

Fax: (844) 803-8108

Market Skills:

(pending)

LM1 Clinical Line:

📞 Central PA: (717) 743-1773

📞 Pittsburgh: (412) 228-4132

📞 Dover: (302) 396-6787

Triage Skills:

(pending)

Emails:

Outreach: (717) 732-4764

Call Center Dover call_center_dover@optum.com

Call Center Pennsylvania 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:



[Central PA Cheat Sheet.pdf](#)



[Pittsburgh Cheat Sheet.pdf](#)



[Philadelphia Cheat Sheet.pdf](#)



[Dover Cheat Sheet.pdf](#)

Fort Myers Time Zone (EST)

FL

South Florida

Fort Myers Office
13751 Metropolis Avenue
Ft. Myers FL 33912

Phone: (239) 955-6005
Fax: (833) 886-3443
Outreach: (239) 955-6004

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (239) 955-6005

Triage Skills:

(pending)

Emails:

Fort Myers Call Center call_center_fortmyers@optum.com
Fort Myers Triage fortmyerstriage@landmark.pure.cloud
Local Outreach Fortmyers_Localoutreach@optum.com

Cheat Sheets:



[Fort Myers Cheat Sheet.pdf](#)

Gainesville Time Zone (EST)

FL

North Florida

Gainesville Office
603 East Fort King St.
Ocala FL 34471

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

Outreach: (352) 810-4247

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (352) 810-4248

Triage Skills:

(pending)

Emails

Gainesville Call Center call_center_gainesville@optum.com
Gainesville Triage gainesvilletriage@landmark.pure.cloud
Local Outreach Gainesville_LocalOutreach@landmarkhealth.org
(temporary)

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
Outreach: (904) 902-5811

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (904) 902-5812

Triage Skills:

(pending)

Emails:

Jacksonville Call Center 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

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

Phone: (786) 840 3865
Fax: (833) 886-3441
Outreach: (786) 840-3861

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (786) 840-3865

Triage Skills:

(pending)

Emails:

Miami Call Center call_center_miami@optum.com
Miami Triage miamitriage@landmark.pure.cloud
Miami Local Outreach Miami_localoutreach@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

Outreach: (407) 641-0482

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (407) 641-0483

Triage Skills:

(pending)

Emails:

Orlando Call Center call_center_orlando@optum.com

Orlando Triage orlandotriage@landmark.pure.cloud

Local Outreach Orlando_LocalOutreach@landmarkhealth.org *(temporary)*

Cheat Sheets:



[Orlando Cheat Sheets.pdf](#)

Pensacola Time Zone (EST)

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

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (850) 824-6706

Triage Skills:

(pending)

Emails:

Pensacola Call Center call_center_pensacola@optum.com

Pensacola Triage pensacolatriage@landmark.pure.cloud

Local Outreach Pensacola_LocalOutreach@landmarkhealth.org
(temporary)

Cheat Sheets:



[Pensacola Cheat Sheet.pdf](#)

Tampa Time Zone (EST)

FL

South Florida

Tampa Office
5130 Sunforest Drive
Suite 200
Tampa, FL 33634

Phone: (813) 921-6706
Fax: (833) 886-3442
Outreach: (239) 955-6004

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (813) 921-6706

Triage Skills:

(pending)

Emails:

Tampa Call Center call_center_tampa@optum.com
Tampa Triage tampatriage@landmark.pure.cloud
Local Outreach Tampa_Localoutreach@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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (404) 282-0734

Triage Skills:

(pending)

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

Emails:

Atlanta Call Center call_center_georgia@optum.com
Atlanta Triage atlantatriage@landmark.pure.cloud
Local Outreach Atlanta_localoutreach@landmarkhealth.org

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
Outreach: (404) 282-0794

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (470) 632-3272
Triage Skills:
(pending)

Emails:

Macon Call Center call_center_georgia@optum.com
Macon Triage macontriage@landmark.pure.cloud
Local Outreach Atlanta_localoutreach@landmarkhealth.org

Cheat Sheets:



[Macon Cheat Sheet.pdf](#)

Valdosta Time Zone (EST)

GA

(No Address Available)

Phone: *(No Phone Available)*
Fax: *(No Fax Available)*
Outreach: *(No Phone Available)*

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (229) 795-1255
Triage Skills:
(pending)

Emails:

Valdosta Call Center call_center_georgia@optum.com
Valdosta Triage valdostatriage@landmark.pure.cloud
Valdosta Outreach Atlanta_localoutreach@landmarkhealth.org

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

Outreach: (515) 531-8011

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (515-585-0610)

Triage Skills:

(pending)

Emails:

Des Moines Call Center Call_Center_DesMoines@optum.com
Des Moines Triage desmoinestriage@landmark.pure.cloud
Heartland Outreach hbmci localoutreach@ds.uhc.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

Outreach: (515) 531-8011

Market Skills:

(pending)

LM1 Clinical Skills:

☎ IA: (319) 209-5192

☎ IL: (319) 531-9313

Triage Skills:

(pending)

Emails:

Cedar Rapids Call Center Call_Center_CedarRapids@optum.com
Cedar Rapids IA Triage cedarrapidsiatriage@landmark.pure.cloud
Cedar Rapids IL Triage cedarrapidsiltriage@landmark.pure.cloud
Local Outreach hbmci localoutreach@ds.uhc.com

Cheat Sheets:



[Cedar Rapids Cheat Sheet .pdf](#)

Chicago Time Zone (CST)

IL

Illinois / IL Market

Market Office

2655 Warrenville Rd.
Suite 500
Downers Grove, IL 60515

Phone: (773) 840-1339

Fax: (855)-273-3924

Outreach: (773) 840-1343

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (773) 219-2436

Triage Skills:

(pending)

Emails:

Call Center 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)

IN

Indianapolis, Fort Wayne

Indianapolis Office

7440 Woodland Drive
Indianapolis, IN 46278

Phone: (866) 603-7608

Fax: (833) 711-1337

Outreach: (463) 204-0348

Market Skills:

(pending)

LM1 Clinical Skills:

☎ Indianapolis: (463) 218-3989

☎ Fort Wayne: (260) 215-6295

Triage Skills:

(pending)

Fort Wayne Office

1690 Broadway
Ft. Wayne, IN 46802

Phone: (866) 603-7606

Fax: (833) 983-2037

Outreach: (260) 200-3383

Emails:

Call Center 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](#)

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

Outreach: (913) 971-0282

Market Skills:

(pending)

LM1 Clinical Skills:

📞 KS: (913) 971-0278

📞 MO: (816) 319-2677

Triage Skills:

(pending)

Emails:

Call Center

Call_Center_KansasCity@optum.com

Kansas City KS Triage

kansascitykstriage@landmark.pure.cloud

Kansas City MO Triage

kansascitymotriage@landmark.pure.cloud

Heartland Outreach

hbm_c_kcmetrolocaloutreach@ds.uhc.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

Outreach: (380) 390-3746

Market Skills:

(pending)

LM1 Clinical Skills:

📞 Cincinnati: (513) 833-9362

📞 Louisville: (502) 390-2894

Triage Skills:

(pending)

Emails:

Call Center

call_center_cincinnati@optum.com

Cincinnati Triage

cincinnati@landmark.pure.cloud

Louisville Triage

louisville@landmark.pure.cloud

Local Outreach

LandmarkOhioValleyCHAs@ds.uhc.com

Cheat Sheets:



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

Northwest New England Time Zone (EST)

MA, NH, ME

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

Massachusetts Office
1400 Computer Dr
Suite 301
Westborough, MA 01581

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

Market Line:

(pending)

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

Triage Line:

(pending)

Emails:

Outreach: (617) 804-2519

NW New England Call Center call_center_nwnewengland@optum.com

Maine Call Center call_center_maine@optum.com

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](#)

Southeast New England Time Zone (EST)

MA, RI

Southeast Region = Rhode Island

Massachusetts Office
1400 Computer Dr
Suite 301
Westborough, MA 01581

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

Market Skills:
(pending)

LM1 Clinical Skills:

☎ MA: (617) 433-9284

☎ RI: (617) 804-2599

Triage Skills:
(pending)

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

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

Emails:

Call Center
Massachusetts Triage
Rhode Island Triage
Local Outreach

Outreach: (508) 301-1645

call_center_senewengland@optum.com

southeastmatriage@landmark.pure.cloud

rhodeislandtriage@landmark.pure.cloud

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

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

Phone: (410) 657-5061
FAX: (866) 279-3314

Market Skills:
(pending)

LM1 Clinical Skills:

☎ MD: (443) 774-1401

☎ VA: (804) 207 3024

Triage Skills:
(pending)

Virginia Office
14321 Winter Breeze Dr
Midlothian, VA 23113

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

Emails:

Call Center Baltimore
Call Center Mid-Atlantic South
Baltimore Triage
East Virginia Triage
Local Outreach

Outreach: (410) 855-4580

call_center_baltimore@optum.com

call_center_mid-atlanticsouth@optum.com

baltimoretriage@landmark.pure.cloud

easternvatriage@landmark.pure.cloud

MASOutreach@ds.uhc.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
Outreach: (313) 246-4940

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (313) 306-2529
Triage Skills:
(pending)

Emails:

Detroit Call Center 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
4100 S Saginaw St.
203 Flint MI 48507

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

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (517) 705-3330

Lansing Office
822 Centennial Way
Suite 100
Lansing, MI 48917

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

Triage Skills:
(pending)

Emails:

East Michigan Call Center call_center_eastmichigan@optum.com
East Michigan Triage eastmichigantriage@landmark.pure.cloud
East MI Local Outreach eastmi_cha@ds.uhc.com

Outreach: (989) 244-0570

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
Outreach: (616) 213-3273

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (616) 303-1686


Triage Skills:

(pending)

Emails:

Call Center call_center_westmichigan@optum.com
Triage westmichigantriage@landmark.pure.cloud
Local Outreach HBMCTestMichiganCHAs@ds.uhc.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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 Minnesota: (612) 200-0890

Triage Skills:

(pending)

Emails:

Call Center call_center_minnesota@optum.com
Minnesota Triage minnesotatriage@landmark.pure.cloud
Local Outreach Chi_LocalOutreach@landmarkhealth.org
(temporary)

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

Outreach: (314) 274-3303

Market Skills:

(pending)

LM1 Clinical Skills:

📞 IL: (314) 936-6998

📞 MO: (314) 936-6998

Triage Skills:

(pending)

Emails:

St. Louis IL Call Center

call_center_stlouis@optum.com

St. Louis Triage IL

stlouisiltriage@landmark.pure.cloud

St. Louis MO Triage

stlouismotriage@landmark.pure.cloud

Local Outreach

StLouis_LocalOutreach@landmarkhealth.org
(temporary)

Cheat Sheets:



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

Mississippi / Louisiana Time Zone (CST)

MS / LA

Gulf Coast, Gulfport

Market Office

14116 Customs Boulevard
Suite 113
Gulfport, MS 39503

Phone: (833) 362-6703

Fax: (855) 362-0778

Outreach: (850) 824-6705

Market Skills:

(pending)

LM1 Clinical Skills:

📞 Gulfport: (504) 313-1390

Triage Skills:

(pending)

Emails:

Call Center

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
2645 Meridian Pkwy
Suite 323
Durham, NC 27713

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

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (984) 227-8915

Triage Skills:

(pending)

Emails:

Call Center

call_center_eastnc@optum.com

Raleigh-Durham Triage

raleighdurhamtriage@landmark.pure.cloud

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
380 Knollwood St
Suite 305
Winston-Salem, NC 27103

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

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (336) 934-4375

Triage Skills:

(pending)

Emails:

Call Center

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](#)

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

Market Skills:

(pending)

LM1 Clinical Line:

📞 Newark: (973) 221-2324

📞 Tom's River: (732) 908-7782

Secaucus Office
One Harmon Plaza
Suite 304
Secaucus, NJ 07094

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

Triage Skills:

(pending)

Emails:

Outreach: (908) 257-0189

Call Center

call_center_newjersey@optum.com

Newark Triage

newarktriage@landmark.pure.cloud

Tom's River Triage

tomsrivertriage@landmark.pure.cloud

Local Outreach

HBMCTom'sRiver@ds.uhc.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

Market Skills:

(pending)

LM1 Clinical Line:

📞 (518) 362-8196

Emails:

Outreach: (518) 362-8197

Triage Skills:

(pending)

Albany Call Center

call_center_albany@optum.com

Albany Triage

albanytriage@landmark.pure.cloud

Local Outreach

HBMCTom'sRiver@ds.uhc.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

Market Skills:

(pending)

LM1 Clinical Line:

☎ (716) 427-6282

Triage Skills:

(pending)

Emails:

Buffalo Call Center

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
5015 Campuswood Drive
Suite 107
East Syracuse, NY 13057

Phone: (315) 204-0397

FAX: (844) 206-7424

Outreach: (315) 216-2125

Market Skills:

(pending)

LM1 Clinical Line:

☎ Rochester: (315) 204-1461

☎ Syracuse: (315) 204-0461

Triage Skills:

(pending)

Emails:

Central NY Call Center

call_center_centralny@optum.com

Rochester Triage

rochestertriage@landmark.pure.cloud

Syracuse Triage

syracusetriage@landmark.pure.cloud

Local Outreach

HBMC-CNYOutreach@ds.uhc.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

Market Skills:

(pending)

LM1 Clinical Line:

📞 (347) 354-6416

Triage Skills:

(pending)

Emails:

Outreach: (347) 354-3769

NYC Call Center

call_center_nyc@optum.com

NYC Triage

nyctriage@landmark.pure.cloud

Local Outreach

HBMC-NYCO outreach@ds.uhc.com

Cheat Sheets:



[NYC Cheat Sheet.pdf](#)

Greater Cincinnati Time Zone (EST)

OH

Office Address:
400 East Business Way
Cincinnati, OH 45241

Phone: (833) 358-2113

Fax: (855) 299-2185

Outreach: (380) 390-3746

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (513) 833-9362

Triage Skills:

(pending)

Emails:

Call Center

call_center_cincinnati@optum.com

Triage

cincinnati@landmark.pure.cloud

Local Outreach

LandmarkOhioValleyCHAs@ds.uhc.com

Cheat Sheets:



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

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

Market Skills:
(pending)

LM1 Clinical Skills:

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

Columbus Office:
5900 Parkwood Place
Dublin, OH 43016

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

Triage Skills:
(pending)

Emails: **Outreach:** (216) 230-9100

Call Center call_center_mid-centraloh@optum.com
Greater Cleveland Triage clevelandtriage@landmark.pure.cloud
Columbus Triage columbustriage@landmark.pure.cloud
Local Outreach GreatLakesSecureEmail@landmarkhealth.org
(temporary)

Cheat Sheets:

 [Greater Cleveland Cheat Sheet.pdf](#)

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
Outreach: (405) 461-1233

Market Skills:
(pending)

LM1 Clinical Skills:

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

Tulsa
5272 S. Lewis Ave.
Tulsa, OK 74105

Phone: (855) 443-4523
Fax: (888) 997-6078
Outreach: (918) 410-0923

Triage Skills:
(pending)

Emails:

Call Center 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 / 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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 Greater OR: (503) 825-0591

📞 Greater WA: (206) 899-1488

Triage Skills:

(pending)

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: (503) 825-0601

Call Center

call_center_greaternorthwest@optum.com

Greater Oregon Triage

greateroregontriage@landmark.pure.cloud

Greater Washington Triage

greaterwashingtontriage@landmark.pure.cloud

Local Outreach

HBMCGNWO Outreach@ds.uhc.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
Outreach: (843) 212-9401

Charleston

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

Phone: (833) 202-5601
Fax: (833) 983-2040
Outreach: (984) 227-8916

Greenville

(No Address)

Phone: (833) 202-5987
Fax: (833) 983-2841
Outreach: (864) 261-1503

Myrtle Beach

(No Address)

Phone: (833) 202-5989
Fax: (833) 983-2842
Outreach: (843) 212-9773

Emails:

| | |
|---------------------|--|
| Call Center | call_center_southcarolina@optum.com |
| Columbia Triage | columbiatriage@landmark.pure.cloud |
| Charleston Triage | charlestontriage@landmark.pure.cloud |
| Greenville Triage | greenvilletriage@landmark.pure.cloud |
| Myrtle Beach Triage | myrtlebeachtriage@landmark.pure.cloud |
| Local Outreach | socarolinalocaloutreach@landmarkhealth.org (temporary) |

Cheat Sheets:

-  [Charleston Cheat Sheet.pdf](#)
-  [Columbia Cheat Sheet.pdf](#)
-  [Greenville Cheat Sheet.pdf](#)
-  [Myrtle Beach Cheat Sheet.pdf](#)

Chattanooga Time Zone (CST)

TN

Chattanooga Metro
1100 Market Street
Floor 6
Chattanooga, TN 37402

Phone (423) 212-3266
FAX: (833) 983-2043
Outreach: (615) 205-2292

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (423) 668-0360
Triage Skills:
(pending)

Emails:

Call Center call_center_tennessee@optum.com
Triage chattanoogatriage@landmark.pure.cloud
Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:

 [Chattanooga Cheat Sheet.pdf](#)

Knoxville Time Zone (CST)

TN

Knoxville
4315 Kingston Pike
Suite 210
Knoxville, TN 37919

Phone: (865) 229-4623
FAX: (833) 983-2043
Outreach: (615) 205-2292

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (865) 545-0820
Triage Skills:
(pending)

Emails:

Call Center call_center_tennessee@optum.com
Triage knoxvilletriage@landmark.pure.cloud
Local Outreach tnlocaloutreach@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
Outreach: (615) 205-2292

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (901) 341-5500

Triage Skills:

(pending)

Emails:

Call Center call_center_tennessee@optum.com
Triage memphistriage@landmark.pure.cloud
Local Outreach tnlocaloutreach@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
Outreach: (615) 205-2292

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (615) 538-4190

Triage Skills:

(pending)

Emails:

Call Center call_center_tennessee@optum.com
Triage nashvilletriage@landmark.pure.cloud
Local Outreach tnlocaloutreach@optum.com

Cheat Sheets:



[Nashville Cheat Sheet.pdf](#)

Tri-Cities Metro Time Zone (CST)

TN

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

Phone: (423) 226-3753
FAX: (833) 983-2043
Outreach: (615) 205-2292

Market Skills:
(pending)
LM1 Clinical Skills:
☎ (423) 251-6799
Triage Skills:
(pending)

Emails:

Call Center call_center_tennessee@optum.com
Triage triciestriage@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 Call Center Call_Center_Houston@optum.com
Houston Triage houstontriage@landmark.pure.cloud
Local Outreach houstonsecureemail@landmarkhealth.org (temporary)

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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 Dallas / Ft. Worth:
(469) 300-1863

📞 Temple: (254) 203-5241

Triage Skills:

(pending)

Temple Office
9325 Tarver Drive
Suite A102
Temple, TX 76502

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

Emails:

Outreach: (469) 264-5788

North Central Call Center

Call_Center_NorthCentralTexas@optum.com

Dallas / Ft. Worth Triage

dallasftworthtriage@landmark.pure.cloud

Temple Triage

templetriage@landmark.pure.cloud

Local Outreach

HBMC-DFW_TempleOutreach@ds.uhc.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
Outreach: (281) 393-7054

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (726) 207-3217

Triage Skills:

(pending)

Emails:

San Antonio Call Center

Call_Center_SanAntonio@optum.com

San Antonio Triage

sanantoniotriage@landmark.pure.cloud

Local Outreach

houstonsecureemail@landmarkhealth.org (temporary)

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

Outreach: (801) 998-2380

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (801) 758-7263

Triage Skills:

(pending)

Emails:

Call Center call_center_utah@optum.com

Triage utahtriage@landmark.pure.cloud

Local Outreach utahlocaloutreach@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

Market Skills:

(pending)

LM1 Clinical Skills:

📞 (206) 946-9803

Triage Skills:

(pending)

Emails:

Outreach: (206) 899-1483

Call Center call_center_pugetsound@optum.com

Seattle Triage seattletriage@landmark.pure.cloud

Local Outreach hbmc_psoutreach@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

Market Skills:

(pending)

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

Triage Skills:

(pending)

Milwaukee Shipping Office

11220 W Burleigh Street
Suite 139
Wauwatosa, WI 53222

Emails:

Call Center

Green Bay Triage

Milwaukee Triage

Local Outreach

Outreach: (920) 238-3231

call_center_minnesota@optum.com

greenbaytriage@landmark.pure.cloud

milwaukeeetriage@landmark.pure.cloud

Wisconsin_LocalOutreach@landmarkhealth.org

(temporary)

Cheat Sheets:



[Green Bay Cheat Sheet.pdf](#)



[Milwaukee Cheat Sheet.pdf](#)