

Markets Summary

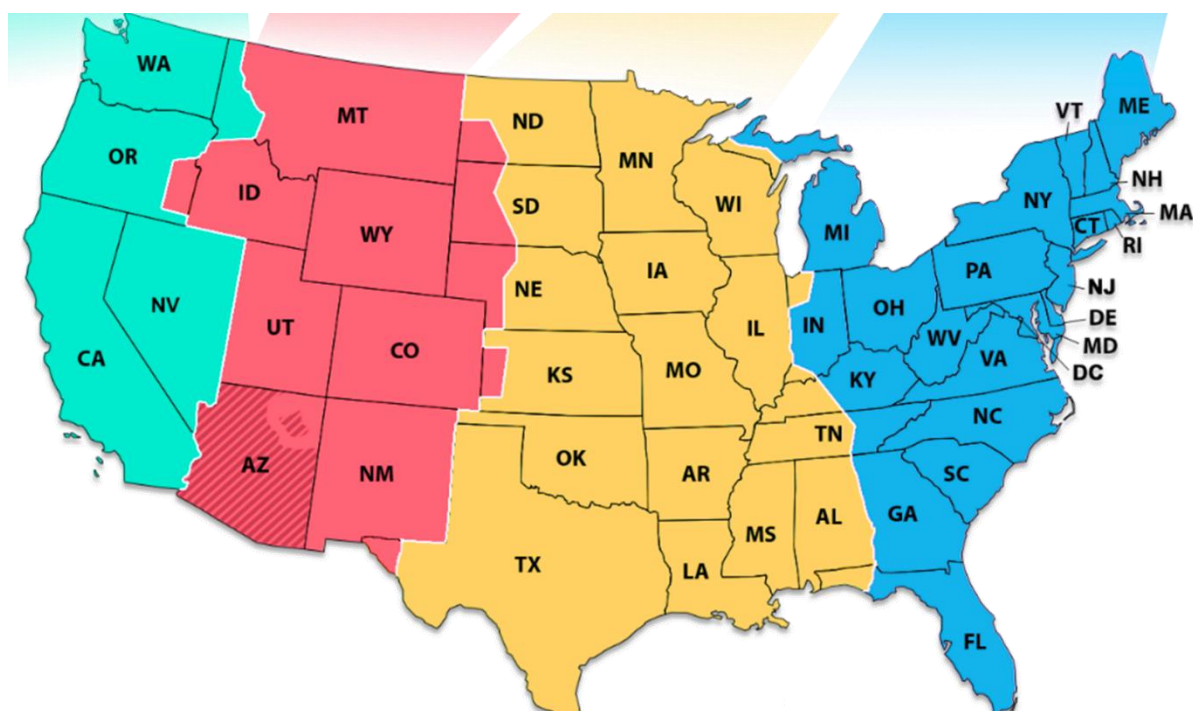
Market Profile Key:

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.

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>	 <u>MN: Minnesota</u>
 <u>CA: El Segundo</u>	 <u>MO / IL: Greater St. Louis</u>
 <u>CA: Inland Empire</u>	 <u>MS: Mississippi</u>
 <u>CA: NorCal (Bay Area + Sacramento)</u>	 <u>NC: East North Carolina</u>
 <u>CA: San Diego</u>	 <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>	 <u>NY: Central New York</u>
 <u>FL: Gainesville</u>	 <u>NY: NYC Metro</u>
 <u>FL: Jacksonville</u>	 <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>	 <u>OR / WA: Greater Northwest</u>
 <u>FL: Tampa</u>	 <u>SC: South Carolina</u>
 <u>GA: Atlanta</u>	 <u>TN: Chattanooga</u>
 <u>GA: Macon</u>	 <u>TN: Knoxville</u>
 <u>GA: Valdosta</u>	 <u>TN: Memphis</u>
 <u>IA: Des Moines</u>	 <u>TN: Nashville</u>
 <u>IA / IL: Cedar Rapids</u>	 <u>TN: Tri-Cities</u>
 <u>IL: Chicago</u>	 <u>TX: Houston</u>
 <u>IN: Indiana</u>	 <u>TX: North Central Texas</u>
 <u>KS / MO: Kansas City</u>	 <u>TX: San Antonio</u>
 <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

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

Mobile Market

call_center_mobile@optum.com

Montgomery Market

call_center_montgomery@optum.com

Birmingham Triage

birminghamtriage@landmark.pure.cloud

Mobile Triage

mobiletriage@landmark.pure.cloud

Montgomery Triage

montgomerytriage@landmark.pure.cloud

Central Outreach

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

nearkansas@landmark.pure.cloud

swarkansas@landmark.pure.cloud

centraloutreach@optum.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

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

OzarkstriageAR@Landmark.pure.cloud

centraloutreach@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

phoenixtriage@landmark.pure.cloud

tucsontriage@landmark.pure.cloud

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

losangelestriage@landmark.pure.cloud

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

inlandempiretriage@landmark.pure.cloud

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

bayareatriage@landmark.pure.cloud

sacramentotriage@landmark.pure.cloud

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
San Diego Triage sandiegotriage@landmark.pure.cloud
Central Outreach 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
Denver Triage denvertriage@landmark.pure.cloud
Central Outreach 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
hartfordtriage@landmark.pure.cloud
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
call_center_centralpa@optum.com
dovertriage@landmark.pure.cloud
centralpatriage@landmark.pure.cloud
pittsburghtriage@landmark.pure.cloud
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

fortmyerstriage@landmark.pure.cloud

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

gainesvilletriage@landmark.pure.cloud

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

jacksonvilletriage@landmark.pure.cloud

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

miamitriage@landmark.pure.cloud

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

orlandotriage@landmark.pure.cloud

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

pensacolatriage@landmark.pure.cloud

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

Tampa Triage

tampatriage@landmark.pure.cloud

Central Outreach

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

Atlanta Triage

atlantatriage@landmark.pure.cloud

Central Outreach

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

Macon Triage

macontriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Cheat Sheets:



[Macon Cheat Sheet.pdf](#)

Valdosta Time Zone (EST)

GA

(No Address Available)

Phone: *(No Phone Available)*

CC Transfer Queue:

📞 (242)

Fax: *(No Fax Available)*

LM1 Clinical Skills:

📞 (229) 795-1255

Emails:

Outreach: (877) 240-3112

Valdosta Market

call_center_georgia@optum.com

Valdosta Triage

valdostatriage@landmark.pure.cloud

Central Outreach

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

desmoinestriage@landmark.pure.cloud

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

cedarrapidsiatriage@landmark.pure.cloud

cedarrapidsiltriage@landmark.pure.cloud

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
Chicago Triage chicagotriage@landmark.pure.cloud
Central Outreach 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
Indianapolis Triage indianapolistriage@landmark.pure.cloud
Fort Wayne Triage fortwaynetriage@landmark.pure.cloud
Central Outreach 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 115th 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

kansascitykstriage@landmark.pure.cloud

kansascitymotriage@landmark.pure.cloud

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

louisvilletriage@landmark.pure.cloud

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

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

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
southeastmatriage@landmark.pure.cloud
rhodeislandtriage@landmark.pure.cloud
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
call_center_mid-atlanticsouth@optum.com
baltimoretriage@landmark.pure.cloud
easternvatriage@landmark.pure.cloud
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

detroittriage@landmark.pure.cloud

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

eastmichigantriage@landmark.pure.cloud

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

westmichigantriage@landmark.pure.cloud

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

minnesotatriage@landmark.pure.cloud

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
stlouisiltriage@landmark.pure.cloud
stlouismotriage@landmark.pure.cloud
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
gulfporttriage@landmark.pure.cloud
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

call_center_eastnc@optum.com

Raleigh-Durham Triage

raleighdurhamtriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

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

call_center_westnc@optum.com

Winston-Salem Triage

winstonsalemtriage@landmark.pure.cloud

Central Outreach

centraloutreachscheduling@optum.com

Outreach: (877) 240-3112

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

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

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

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

Albany Triage

albanytriage@landmark.pure.cloud

Central Outreach

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

buffalotriage@landmark.pure.cloud

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

rochestertriage@landmark.pure.cloud

syracusetriage@landmark.pure.cloud

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

Outreach: (877) 240-3112

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

Outreach: (877) 240-3112

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

Columbus Office:
5900 Parkwood Place
Dublin, OH 43016

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

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
Greater Cleveland Triage clevelandtriage@landmark.pure.cloud
Columbus Triage columbustriage@landmark.pure.cloud
Central Outreach centraloutreachscheduling@optum.com

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

Tulsa
5272 S. Lewis Ave.
Tulsa, OK 74105

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

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
Oklahoma City Triage oklahomacitytriage@landmark.pure.cloud
Tulsa Triage tulsatriage@landmark.pure.cloud
Central Outreach 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

Greater Oregon Triage

greateroregontriage@landmark.pure.cloud

Greater Washington Triage

greaterwashingtontriage@landmark.pure.cloud

Central Outreach

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

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

Cheat Sheets:



[Charleston Cheat Sheet.pdf](#)



[Columbia Cheat Sheet.pdf](#)



[Greenville Cheat Sheet.pdf](#)



[Myrtle Beach Cheat Sheet.pdf](#)

CC Transfer Queue:

📞 Columbia: 226

📞 Charleston: 223

📞 Greenville: 225

📞 Myrtle Beach: 224

LM1 Clinical Skills:

📞 Columbia: (803) 567-5312

📞 Charleston: (843) 212-7749

📞 Greenville: 864-358-9491

📞 Myrtle Beach: (843) 212-7823

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
chattanoogatriage@landmark.pure.cloud
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
knoxvilletriage@landmark.pure.cloud
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
memphistriage@landmark.pure.cloud
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

nashvilletriage@landmark.pure.cloud

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

triciestriage@landmark.pure.cloud

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

houstontriage@landmark.pure.cloud

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

Temple Office
9325 Tarver Drive
Suite A102
Temple, TX 76502

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

LM1 Clinical Skills:
☎ Dallas / Ft. Worth:
(469) 300-1863
☎ Temple: (254) 203-5241

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

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

sanantioniotriage@landmark.pure.cloud

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

utahtriage@landmark.pure.cloud

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:

Puget Sound Market
Seattle Triage
Central Outreach

Outreach: (877) 240-3112

call_center_pugetsound@optum.com

seattletriage@landmark.pure.cloud

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:

Wisconsin Market
Green Bay Triage
Milwaukee Triage
Central Outreach

Outreach: (877) 240-3112

call_center_minnesota@optum.com

greenbaytriage@landmark.pure.cloud

milwaukeeetriage@landmark.pure.cloud

centraloutreachscheduling@optum.com

Cheat Sheets:



[Green Bay Cheat Sheet.pdf](#)



[Milwaukee Cheat Sheet.pdf](#)