

# 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.

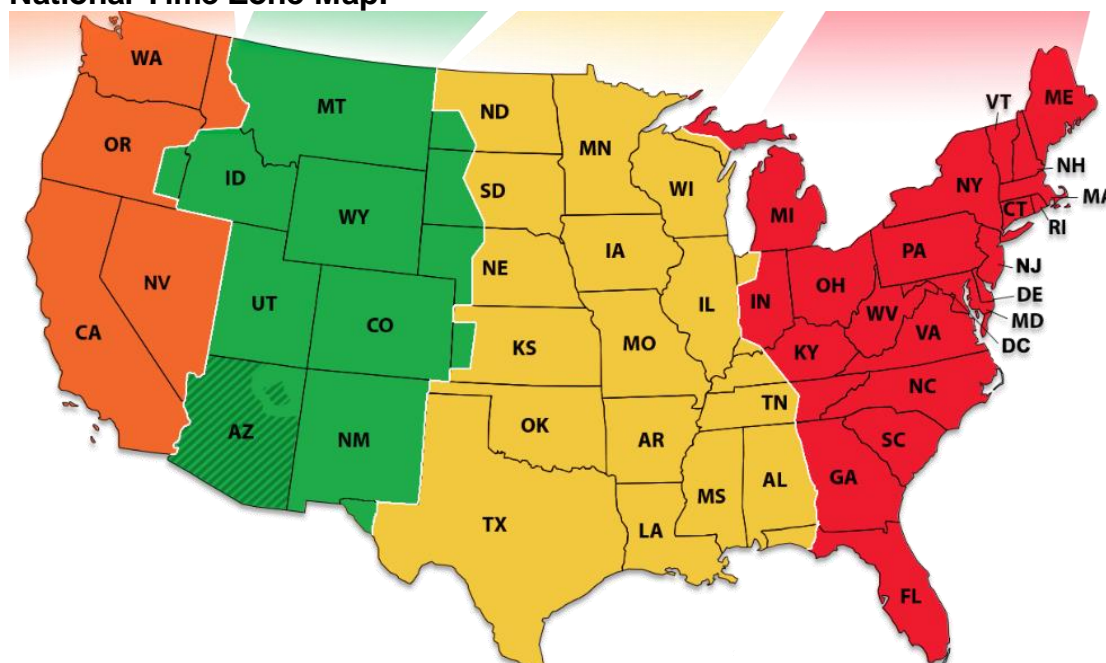
**Market / Market Mailbox:** Mailboxes used on-site at specific market / metro locations

## Market Nuances:

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

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

## National Time Zone Map:



Pacific (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 – Mississippi

NC – East North Carolina

NC – West North Carolina

NJ – New Jersey

NY – Albany

NY – Buffalo

NY – Central New York

NY – NYC Metro

OH / KY– 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 Market	<a href="mailto:call_center_birmingham@optum.com">call_center_birmingham@optum.com</a>
Mobile Market	<a href="mailto:call_center_mobile@optum.com">call_center_mobile@optum.com</a>
Montgomery Market	<a href="mailto:call_center_montgomery@optum.com">call_center_montgomery@optum.com</a>
Birmingham Triage	<a href="mailto:birminghamtriage@landmark.pure.cloud">birminghamtriage@landmark.pure.cloud</a>
Mobile Triage	<a href="mailto:mobiletriage@landmark.pure.cloud">mobiletriage@landmark.pure.cloud</a>
Montgomery Triage	<a href="mailto:montgomerytriage@landmark.pure.cloud">montgomerytriage@landmark.pure.cloud</a>
Birmingham Local Outreach	<a href="mailto:Birmingham_LocalOutreach@landmarkhealth.org">Birmingham_LocalOutreach@landmarkhealth.org</a>
Mobile Local Outreach	<a href="mailto:Mobile_LocalOutreach@landmarkhealth.org">Mobile_LocalOutreach@landmarkhealth.org</a>
Montgomery Local Outreach	<a href="mailto:Montgomery_LocalOutreach@landmarkhealth.org">Montgomery_LocalOutreach@landmarkhealth.org</a>

*(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:

Arkansas Market [call\\_center\\_arkansas@optum.com](mailto:call_center_arkansas@optum.com)  
Northeast Triage [nearkansatriage@landmark.pure.cloud](mailto:nearkansatriage@landmark.pure.cloud)  
Southwest Triage [swarkansatriage@landmark.pure.cloud](mailto:swarkansatriage@landmark.pure.cloud)  
Heartland Outreach [hbmcrlocaloutreach@ds.uhc.com](mailto:hbmcrlocaloutreach@ds.uhc.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  
**Outreach:** (913) 971-0282

### Market Skills:

(pending)

### LM1 Clinical Skills:

📞 (479) 588-2779

### Triage Skills:

(pending)

### Emails:

Ozarks Market *Pending (use state-specific call center mailboxes for now)*  
Ozark Triage MO [Ozarkstriage@landmark.pure.cloud](mailto:Ozarkstriage@landmark.pure.cloud)  
Ozark Triage AR [OzarkstriageAR@Landmark.pure.cloud](mailto:OzarkstriageAR@Landmark.pure.cloud)  
Heartland Outreach [hbmcrlocaloutreach@ds.uhc.com](mailto: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

Arizona Market  
Phoenix Triage  
Tucson Triage  
Local Outreach

[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)  
[HBMC-ArizonaOutreach@ds.uhc.com](mailto: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 Market  
El Segundo Triage  
Local Outreach

[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
[losangelestriage@landmark.pure.cloud](mailto:losangelestriage@landmark.pure.cloud)  
[SoCalLocalOutreach@landmarkhealth.org](mailto: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 Market

Inland Empire Triage

Local Outreach

**Outreach:** (909) 491-3191

[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)

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

[SoCalLocalOutreach@landmarkhealth.org](mailto: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:

Market Mailbox

Bay Area Triage

Sacramento Triage

Local Outreach

**Outreach:** (650) 457-1662

[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)

[NorCal\\_localoutreach@landmarkhealth.org](mailto: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 Market  
San Diego Triage  
Local Outreach

**Outreach:** (650) 457-1662  
[call\\_center\\_california@optum.com](mailto:call_center_california@optum.com)  
[sandiegotriage@landmark.pure.cloud](mailto:sandiegotriage@landmark.pure.cloud)  
[NorCal\\_localoutreach@landmarkhealth.org](mailto: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:**  
☎ (720) 994-3094  
**Triage Skills:**  
(pending)

### Emails:

Denver Market  
Denver Triage  
Local Outreach

**Outreach:** (720) 383-4979  
[call\\_center\\_denver@optum.com](mailto:call_center_denver@optum.com)  
[denvertrriage@landmark.pure.cloud](mailto:denvertrriage@landmark.pure.cloud)  
[HBMC-GreatPlainsOutreach@ds.uhc.com](mailto: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:

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

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

Local Outreach [HBMCTCHAs@ds.uhc.com](mailto:HBMCTCHAs@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

**Pittsburgh Office**  
2 Alleghany Center  
Suite 600  
Pittsburgh, PA 15212

**Phone:** (833) 202-5492

**Fax:** (833) 983-2849

**Market Skills:**

(pending)

**LM1 Clinical Line:**

📞 Central PA: (717) 743-1773

📞 Pittsburgh: (412) 228-4132

📞 Dover: (302) 396-6787

**Triage Skills:**

(pending)

### Emails:

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

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

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

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

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

Local Outreach [NoMA\\_CHA@ds.uhc.com](mailto:NoMA_CHA@ds.uhc.com)

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

### 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)

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 Market	<a href="mailto:call_center_fortmyers@optum.com">call_center_fortmyers@optum.com</a>
Fort Myers Triage	<a href="mailto:fortmyerstriage@landmark.pure.cloud">fortmyerstriage@landmark.pure.cloud</a>
Local Outreach	<a href="mailto:Fortmyers_Localoutreach@optum.com">Fortmyers_Localoutreach@optum.com</a>

**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 Market	<a href="mailto:call_center_gainesville@optum.com">call_center_gainesville@optum.com</a>
Gainesville Triage	<a href="mailto:gainesvilletriage@landmark.pure.cloud">gainesvilletriage@landmark.pure.cloud</a>
Local Outreach	<a href="mailto:Gainesville_LocalOutreach@landmarkhealth.org">Gainesville_LocalOutreach@landmarkhealth.org</a> (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 Market	<a href="mailto:call_center_jacksonville@optum.com">call_center_jacksonville@optum.com</a>
Jacksonville Triage	<a href="mailto:jacksonvilletriage@landmark.pure.cloud">jacksonvilletriage@landmark.pure.cloud</a>
Local Outreach	<a href="mailto:Jacksonville_LocalOutreach@landmarkhealth.org">Jacksonville_LocalOutreach@landmarkhealth.org</a> (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 Market	<a href="mailto:call_center_miami@optum.com">call_center_miami@optum.com</a>
Miami Triage	<a href="mailto:miamitriage@landmark.pure.cloud">miamitriage@landmark.pure.cloud</a>
Miami Local Outreach	<a href="mailto:Miami_localoutreach@optum.com">Miami_localoutreach@optum.com</a>

### 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 Market

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

Orlando Triage

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

Local Outreach

[Orlando\\_LocalOutreach@landmarkhealth.org](mailto: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 Market

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

Pensacola Triage

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

Local Outreach

[Pensacola\\_LocalOutreach@landmarkhealth.org](mailto:Pensacola_LocalOutreach@landmarkhealth.org)  
*(temporary)*

#### 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  
**Outreach:** (239) 955-6004

**Market Skills:**

(pending)

**LM1 Clinical Skills:**

📞 (813) 921-6706

**Triage Skills:**

(pending)

**Emails:**

Tampa Market [call\\_center\\_tampa@optum.com](mailto:call_center_tampa@optum.com)  
Tampa Triage [tampatriage@landmark.pure.cloud](mailto:tampatriage@landmark.pure.cloud)  
Local Outreach [Tampa\\_Localoutreach@optum.com](mailto: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) 692-6804

**Triage Skills:**

(pending)

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

**Emails:**

Atlanta Market [call\\_center\\_georgia@optum.com](mailto:call_center_georgia@optum.com)  
Atlanta Triage [atlantatriage@landmark.pure.cloud](mailto:atlantatriage@landmark.pure.cloud)  
Local Outreach [Atlanta\\_localoutreach@landmarkhealth.org](mailto: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 Market [call\\_center\\_georgia@optum.com](mailto:call_center_georgia@optum.com)  
Macon Triage [macontriage@landmark.pure.cloud](mailto:macontriage@landmark.pure.cloud)  
Local Outreach [Atlanta\\_localoutreach@landmarkhealth.org](mailto: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 Market [call\\_center\\_georgia@optum.com](mailto:call_center_georgia@optum.com)  
Valdosta Triage [valdostatriage@landmark.pure.cloud](mailto:valdostatriage@landmark.pure.cloud)  
Valdosta Outreach [Atlanta\\_localoutreach@landmarkhealth.org](mailto: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 Market

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

Des Moines Triage

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

Heartland Outreach

[hbmci localoutreach@ds.uhc.com](mailto: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 Market

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

Cedar Rapids IA Triage

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

Cedar Rapids IL Triage

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

Local Outreach

[hbmci localoutreach@ds.uhc.com](mailto: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:

Chicago Market [call\\_center\\_chicago@optum.com](mailto:call_center_chicago@optum.com)  
Triage [chicagotriage@landmark.pure.cloud](mailto:chicagotriage@landmark.pure.cloud)  
Local Outreach [Chi\\_LocalOutreach@landmarkhealth.org](mailto: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:

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)  
Local Outreach [LandmarkOhioValleyCHAs@ds.uhc.com](mailto: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 115<sup>th</sup> 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:

Kansas City Market

[Call\\_Center\\_KansasCity@optum.com](mailto:Call_Center_KansasCity@optum.com)

Kansas City KS Triage

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

Kansas City MO Triage

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

Heartland Outreach

[hbm\\_c\\_kcmetrolocaloutreach@ds.uhc.com](mailto: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:

Kentucky Market

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

Louisville Triage

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

Local Outreach

[LandmarkOhioValleyCHAs@ds.uhc.com](mailto: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 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)

Northwest Local Outreach

[HBMC-NorthWestNewEnglandCHA@ds.uhc.com](mailto: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

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

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

**Triage Skills:**

(pending)

**Emails:**

SE New England Market  
Massachusetts Triage  
Rhode Island Triage  
Local Outreach

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

[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)

[HBMC-SouthEastNewEnglandCHA@ds.uhc.com](mailto: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

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

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

**Triage Skills:**

(pending)

**Emails:**

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

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

[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)

[MASOutreach@ds.uhc.com](mailto: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 Market [call\\_center\\_detroit@optum.com](mailto:call_center_detroit@optum.com)  
Detroit Triage [detroittriage@landmark.pure.cloud](mailto:detroittriage@landmark.pure.cloud)  
Detroit Local Outreach [HBMC-DetroitCHAs@ds.uhc.com](mailto: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 Market [call\\_center\\_eastmichigan@optum.com](mailto:call_center_eastmichigan@optum.com)  
East Michigan Triage [eastmichigantriage@landmark.pure.cloud](mailto:eastmichigantriage@landmark.pure.cloud)  
East MI Local Outreach [greatermichigan\\_chas@ds.uhc.com](mailto:greatermichigan_chas@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:

West Michigan Market [call\\_center\\_westmichigan@optum.com](mailto:call_center_westmichigan@optum.com)  
West Michigan Triage [westmichigantriage@landmark.pure.cloud](mailto:westmichigantriage@landmark.pure.cloud)  
Local Outreach [greatermichigan\\_chas@ds.uhc.com](mailto:greatermichigan_chas@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:

Minnesota Market [call\\_center\\_minnesota@optum.com](mailto:call_center_minnesota@optum.com)  
Minnesota Triage [minnesotatriage@landmark.pure.cloud](mailto:minnesotatriage@landmark.pure.cloud)  
Local Outreach [Chi\\_LocalOutreach@landmarkhealth.org](mailto: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 Market [call\\_center\\_stlouis@optum.com](mailto:call_center_stlouis@optum.com)

St. Louis Triage IL [stlouisiltriage@landmark.pure.cloud](mailto:stlouisiltriage@landmark.pure.cloud)

St. Louis Triage MO [stlouismotriage@landmark.pure.cloud](mailto:stlouismotriage@landmark.pure.cloud)

Local Outreach [StLouis\\_LocalOutreach@landmarkhealth.org](mailto:StLouis_LocalOutreach@landmarkhealth.org) (temporary)

### 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

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

### Market Skills:

(pending)

### LM1 Clinical Skills:

📞 Gulfport: (504) 313-1390

### Triage Skills:

(pending)

### Emails:

Market Mailbox [call\\_center\\_mississippi@optum.com](mailto:call_center_mississippi@optum.com)

Mississippi Triage [gulfporttriage@landmark.pure.cloud](mailto:gulfporttriage@landmark.pure.cloud)

Local Outreach [LA\\_MS\\_LocalOutreach@landmarkhealth.org](mailto: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:**

East NC Market

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

Raleigh-Durham Triage

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

Local Outreach

[HBMC-NCEastCHAs@ds.uhc.com](mailto: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:**

West NC Market

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

Winston-Salem Triage

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

Local Outreach

[HBMC-NCWestCHAs@ds.uhc.com](mailto: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

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)

Local Outreach

[HBMCMNewJerseyCHAs@ds.uhc.com](mailto:HBMCMNewJerseyCHAs@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 Market

[call\\_center\\_albany@optum.com](mailto:call_center_albany@optum.com)

Albany Triage

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

Local Outreach

[HBMCM-AlbanyOutreach@ds.uhc.com](mailto:HBMCM-AlbanyOutreach@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 Market

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

Buffalo Triage

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

Local Outreach

[HBMC-Buffalo-Outreach@ds.uhc.com](mailto: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) 236-2628  
☎ Syracuse: (315) 204-0461

**Triage Skills:**  
(pending)

**Emails:**

Central NY Market

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

Rochester Triage

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

Syracuse Triage

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

Local Outreach

[HBMC-CNYOutreach@ds.uhc.com](mailto: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 Market

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

NYC Triage

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

Local Outreach

[HBMC-NYCO Outreach@ds.uhc.com](mailto:HBMC-NYCO Outreach@ds.uhc.com)

**Cheat Sheets:**



[NYC Cheat Sheet.pdf](#)

## Greater Cincinnati Time Zone (EST)

OH / KY

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

**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:**

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)

Local Outreach

[LandmarkOhioValleyCHAs@ds.uhc.com](mailto: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

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)  
Local Outreach [GreatLakesSecureEmail@landmarkhealth.org](mailto: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:**

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)  
Local Outreach [HBMC-GreatPlainsOutreach@ds.uhc.com](mailto: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

### South Willamette Valley

1580 Valley River Drive  
Eugene, OR 97401

**Phone:** (888) 509-4116

**Fax:** (844) 276-4208

### Triage Skills:

(pending)

### 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

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)

Local Outreach

[HBMCGNWO Outreach@ds.uhc.com](mailto: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

### Market Skills:

(pending)

### LM1 Clinical Skills:

📞 Columbia: (803) 567-5312

📞 Charleston: (843) 212-7749

📞 Greenville: 864-358-9491

📞 Myrtle Beach: (843) 212-7823

### Triage Skills:

(pending)

### Emails:

Market Mailbox

[call\\_center\\_southcarolina@optum.com](mailto:call_center_southcarolina@optum.com)

Columbia Triage

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

Charleston Triage

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

Greenville Triage

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

Myrtle Beach Triage

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

Local Outreach

[socarolinalocaloutreach@landmarkhealth.org](mailto: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 (EST)

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:

Chattanooga Market [call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
Chattanooga Triage [chattanoogatriage@landmark.pure.cloud](mailto:chattanoogatriage@landmark.pure.cloud)  
Local Outreach [tnlocaloutreach@optum.com](mailto:tnlocaloutreach@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  
**Outreach:** (615) 205-2292

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

### Emails:

Knoxville Market [call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
Knoxville Triage [knoxvilletriage@landmark.pure.cloud](mailto:knoxvilletriage@landmark.pure.cloud)  
Local Outreach [tnlocaloutreach@optum.com](mailto: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:**

Memphis Market [call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
Memphis Triage [memphistriage@landmark.pure.cloud](mailto:memphistriage@landmark.pure.cloud)  
Local Outreach [tnlocaloutreach@optum.com](mailto: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:**

Nashville Market [call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
Nashville Triage [nashvilletriage@landmark.pure.cloud](mailto:nashvilletriage@landmark.pure.cloud)  
Local Outreach [tnlocaloutreach@optum.com](mailto:tnlocaloutreach@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  
**Outreach:** (615) 205-2292

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

### Emails:

Tri-Cities Market [call\\_center\\_tennessee@optum.com](mailto:call_center_tennessee@optum.com)  
Tri-Cities Triage [tricitystriage@landmark.pure.cloud](mailto:tricitystriage@landmark.pure.cloud)  
Local Outreach [tnlocaloutreach@optum.com](mailto:tnlocaloutreach@optum.com)

### Cheat Sheets:

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

## Houston Time Zone (CST)

TX

**Houston Office**  
14141 Southwest Freeway  
Sugar Land, TX 77478

**Phone:** (281) 356-0364  
**FAX:** (833) 711-1699  
**Outreach:** (281) 393-7054

**Market Skills:**  
(pending)  
**LM1 Clinical Skills:**  
☎ (281) 612-3727  
**Triage Skills:**  
(pending)

### Emails:

Houston Market [Call\\_Center\\_Houston@optum.com](mailto:Call_Center_Houston@optum.com)  
Houston Triage [houstontriage@landmark.pure.cloud](mailto:houstontriage@landmark.pure.cloud)  
Local Outreach [houstonsecureemail@landmarkhealth.org](mailto: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 Market

[Call\\_Center\\_NorthCentralTexas@optum.com](mailto:Call_Center_NorthCentralTexas@optum.com)

Dallas / Ft. Worth Triage

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

Temple Triage

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

Local Outreach

[HBMC-DFW\\_TempleOutreach@ds.uhc.com](mailto: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 Market

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

San Antonio Triage

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

Local Outreach

[houstonsecureemail@landmarkhealth.org](mailto: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:

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

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

Local Outreach [utahlocaloutreach@optum.com](mailto: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

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

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

Local Outreach [hbmc\\_psoutreach@optum.com](mailto: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

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

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

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

### Market Skills:

(pending)

### LM1 Clinical Skills:

📞 Milwaukee: (414) 204-7584

📞 Green Bay: (920) 204-6364

### Triage Skills:

(pending)

### Milwaukee Shipping Office

11220 W Burleigh Street  
Suite 139  
Wauwatosa, WI 53222

### Emails:

Wisconsin Market  
Green Bay Triage  
Milwaukee Triage  
Local Outreach

**Outreach:** (920) 238-3231

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

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

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

[Wisconsin\\_LocalOutreach@landmarkhealth.org](mailto:Wisconsin_LocalOutreach@landmarkhealth.org)

(temporary)

### Cheat Sheets:



[Green Bay Cheat Sheet.pdf](#)



[Milwaukee Cheat Sheet.pdf](#)