

Markets Summary

Market Profile Key:

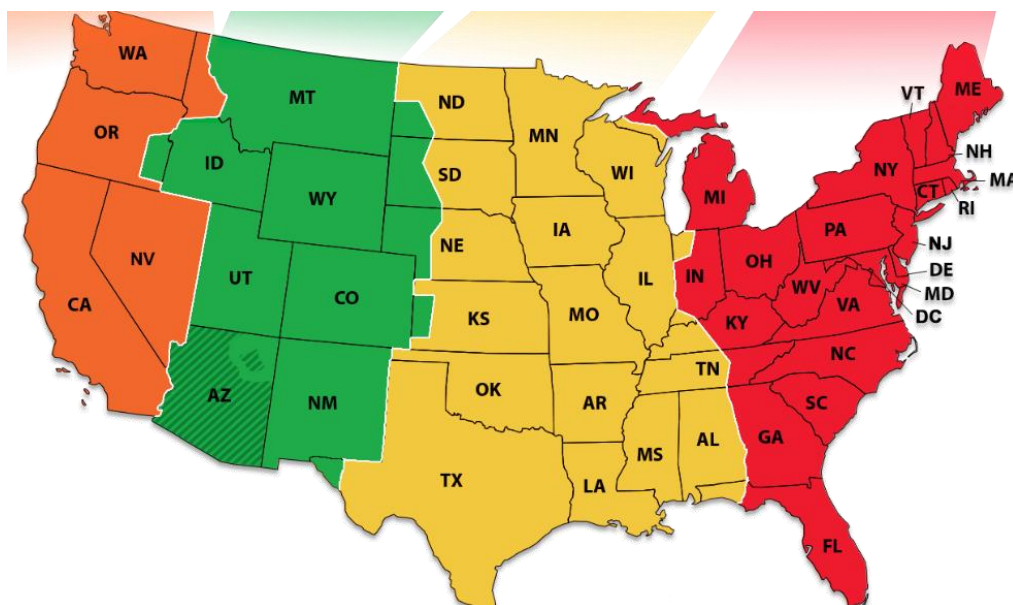
- Market Name -** The markets name or name commonly used when referring to a large region we serve.
- Other Names / Identifiers –** Labels that may appear in Ubiquity chart headings.
- Additional Market Divisions –** Similar to “Other Names / Identifiers” this text indicates labels that are used in our InContact Address Book.

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 – AlabamaAR – ArkansasAZ – Phoenix, TucsonCA – El SegundoCA – Inland EmpireCA – NorCal (Bay Area + Sacramento)CA – San DiegoCO – DenverCT – ConnecticutDE / PA – Mid-Atlantic NorthFL – Fort MyersFL – GainesvilleFL – JacksonvilleFL – MiamiFL – OrlandoFL – PensacolaFL – TampaGA – AtlantaGA – MaconGA – ValdostaIA – Des MoinesIA / IL – Cedar RapidsIL – ChicagoIN – IndianaKS – Kansas CityKY – KentuckyMA / NH / ME – Northwest New EnglandMA / RI – Southeast New EnglandMD / VA – Mid-Atlantic SouthMI – DetroitMI – East MichiganMI – West MichiganMN / WI – Upper MidwestMO / IL – St. LouisMS / LA – Mississippi / LouisianaNC – East North CarolinaNC – West North CarolinaNJ – New JerseyNY – AlbanyNY – BuffaloNY – Central New YorkNY – NYC MetroOH – Greater CincinnatiOH – Greater Cleveland / ColumbusOK – Oklahoma City / TulsaOR / WA – Greater NorthwestSC – South CarolinaTN – ChattanoogaTN – KnoxvilleTN – MemphisTN – NashvilleTN - Tri-CitiesTX – HoustonTX – North Central TexasTX – San AntonioUT – UtahWA - Puget Sound

Landmark Health Markets

Alabama Time Zone (CST)

AL

Birmingham, Mobile, Montgomery

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 Skills:

(pending)

LM1 Clinical Skills:

📞 Birmingham: (205) 421-3421

📞 Mobile: (251) 206-5966

📞 Montgomery: (334) 209-4134

Triage Skills:

(pending)

Emails:

Outreach: (205) 745-5686

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

Mobile Local Outreach

Montgomery Local Outreach

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
(833) 358-0017
Ozarks
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
Ozark Triage ozarkstriage@landmark.pure.cloud
Heartland Outreach hbmcc_heartlandoutreachteam@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
Outreach: (602) 412-1043

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
Outreach: (520) 640-3747

Emails:

Call Center call_center_arizona@optum.com
Phoenix Call Center 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: (657) 400-5045

El Segundo Call Center call_center_california@optum.com

El Segundo Triage losangelestriage@landmark.pure.cloud

Local Outreach

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:

Outreach: (657) 400-5045

Inland Empire Call Center call_center_california@optum.com

Inland Empire Triage inlandempiretriage@landmark.pure.cloud

Local Outreach

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) 457-1662call_center_california@optum.com

Bay Area Triage

bayareatriage@landmark.pure.cloud

Sacramento Triage

sacramentotriage@landmark.pure.cloud

Local Outreach

NorCal_localoutreach@landmarkhealth.org**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

Outreach: (657) 400-5045call_center_california@optum.com

San Diego Triage

sandiegotriage@landmark.pure.cloud

Local Outreach

NorCal_localoutreach@landmarkhealth.org**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:** (833) 402-9298

Denver Call Center call_center_denver@optum.com

Denver Triage denvertriage@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: (833) 596-3057

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

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:

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: (833) 772-1779

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 HBMC-SouthFloridaCHAs@ds.uhc.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: (833) 435-1760**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 HBMC-NorthFloridaCHAs@ds.uhc.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

Outreach: (833) 435-1752

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 HBMC-NorthFloridaCHAs@ds.uhc.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

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 HBMC-SouthFloridaCHAs@ds.uhc.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:** (833) 435-1731**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (407) 641-0483

Triage Skills:

(pending)

Emails:Orlando Call Center call_center_orlando@optum.comOrlando Triage orlandotriage@landmark.pure.cloudLocal Outreach HBMC-NorthFloridaCHAs@ds.uhc.com**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:** (833) 435-1728**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (850) 824-6706

Triage Skills:

(pending)

Emails:Pensacola Call Center call_center_pensacola@optum.comPensacola Triage pensacolatriage@landmark.pure.cloudLocal Outreach HBMC-SouthFloridaCHAs@ds.uhc.com**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 HBMC-SouthFloridaCHAs@ds.uhc.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: (855) 784-1476

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 HBMC-GeorgiaCHAs@ds.uhc.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
Outreach: (855) 784-1476

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 HBMC-GeorgiaCHAs@ds.uhc.com

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 HBMC-GeorgiaCHAs@ds.uhc.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

Outreach: (319) 208-2596

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 hbmhc_heartlandoutreachteam@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: (319) 208-2596

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 Triage cedarrapidstriage@landmark.pure.cloud
Heartland Outreach hbmhc_heartlandoutreachteam@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.comTriage chicagotriage@landmark.pure.cloud

Local Outreach

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.comIndianapolis Triage indianapolistriage@landmark.pure.cloudFort Wayne Triage fortwaynetriage@landmark.pure.cloud

Local Outreach

Cheat Sheets:[Indianapolis Cheat Sheet.pdf](#)[Fort Wayne Cheat Sheet.pdf](#)

Kansas Time Zone (CST)**KS**

Heartland Market, Kansas City,

Market Office6860 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:

☎ (913) 971-0278

Triage Skills:

(pending)

Emails:

Call Center

Call_Center_KansasCity@optum.com

Kansas City Triage

kansascitytriage@landmark.pure.cloud

Heartland Outreach

hbmcc_heartlandoutreachteam@ds.uhc.com**Cheat Sheets:**[Kansas City \(KS MO\) Cheat Sheet.pdf](#)**Kentucky** Time Zone (EST)**KY**

Kentucky = Greater Cincinnati, Cincinnati

Kentucky Office3455 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

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

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

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

Maine Office
 778 Main Street
 South Portland, ME 04106

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

(pending)

LM1 Clinical Line:

☎ MA: (617) 804-2627

☎ NH: (617) 804-2548

☎ ME: (508) 556-1756

Triage Line:

(pending)

Emails:**Outreach:** (617) 804-2596NW New England Call Center call_center_nwnewengland@optum.comMaine Call Center call_center_maine@optum.comMassachusetts Triage northcentralmatriage@landmark.pure.cloudNew Hampshire Triage newhampshiretriage@landmark.pure.cloudMaine Triage mainetriage@landmark.pure.cloudNorthwest 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

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

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

(pending)

LM1 Clinical Skills:

☎ MA: (617) 433-9284

☎ RI: (617) 804-2599

Triage Skills:

(pending)

Emails:

Call Center

Massachusetts Triage

Rhode Island Triage

Local Outreach

Outreach: (617) 804-2596call_center_senewengland@optum.comsoutheastmatriage@landmark.pure.cloudrhodeislandtriage@landmark.pure.cloudHBMC-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**Outreach:** (855) 783 8039

Virginia Office
14321 Winter Breeze Dr
Midlothian, VA 23113

Phone: (804) 223-6445**FAX:** (888) 442-6953**Outreach:** (804) 220-5362**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ MA: (443) 774-1401

☎ VA: (804) 207 3024

Triage Skills:

(pending)

Emails:

Call Center Baltimore

Call Center Mid-Atlantic
South

Baltimore Triage

East Virginia Triage

Local Outreach

call_center_baltimore@optum.comcall_center_mid-atlanticsouth@optum.combaltimoretriage@landmark.pure.cloudeasternvatriage@landmark.pure.cloudeasternvasecureemail@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**Outreach:** (717) 732-4764**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****Saginaw Office**

203 S. Washington Ave
 Suite 260-12
 Saginaw, MI 48607

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

(pending)

LM1 Clinical Skills:

☎ (517) 705-3330

Triage Skills:

(pending)

Lansing Office

822 Centennial Way
 Suite 100
 Lansing, MI 48917

Phone: (833) 908-6733**Fax:** (888-442-6976**Emails:****Outreach:** (810) 256-0513

East Michigan Call Center call_center_eastmichigan@optum.com

East Michigan Triage eastmichigantriage@landmark.pure.cloud

East MI Local Outreach

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) 207-4270**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (616) 303-1686

Triage Skills:

(pending)

Emails:Call Center call_center_westmichigan@optum.comTriage westmichigantriage@landmark.pure.cloudLocal Outreach HBMCWestMichiganCHAs@ds.uhc.com**Cheat Sheets:**[West Michigan Cheat Sheet.pdf](#)

Upper Midwest Time Zone (CST)**MN, WI****Minnesota & Wisconsin = 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**Milwaukee Shipping Office**

11220 W Burleigh Street
Suite 139
Wauwatosa, WI 53222

Minnesota Office

8300 Norman Center Dr.
Suite 230
Bloomington, MN 55437

Phone: (833) 247-9591**Fax:** (888) 618-3523**Emails:**

Call Center

Green Bay Triage

Milwaukee Triage

Minnesota Triage

Local Outreach

Outreach: (833) 247-9616call_center_minnesota@optum.comgreenbaytriage@landmark.pure.cloudmilwaukeeetriage@landmark.pure.cloudminnesotatriage@landmark.pure.cloud**Cheat Sheets:**[Green Bay Cheat Sheet.pdf](#)[Milwaukee Cheat Sheet.pdf](#)[Minnesota Cheat Sheet.pdf](#)**Market Skills:**

(pending)

LM1 Clinical Skills:

📞 Minnesota: (612) 200-0890

📞 Milwaukee: (414) 204-7584

📞 Green Bay: (920) 204-6364

Triage Skills:

(pending)

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:** (855) 783-7354**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ IL: (314) 936-6998

☎ MO: (314) 936-6998

Triage Skills:

(pending)

Emails:

St. Louis Call Center

Call_Center_StLouis@optum.com

St. Louis Triage

stlouistriage@landmark.pure.cloud

Local Outreach

HBMC-GreaterSTLCHAs@ds.uhc.com**Cheat Sheets:**[St. Louis Cheat Sheet.pdf](#)**Mississippi / Louisiana** Time Zone (CST)**MS / LA****Gulf Coast****Market Office**

14116 Customs Boulevard
Suite 113
Gulfport, MS 39503

Phone: (833) 362-6703**Fax:** (855) 362-0778**Outreach:** (504) 315-2295**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

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:** (732) 201-5774

Call Center

call_center_newjersey@optum.com

Newark Triage

newarktriage@landmark.pure.cloud

Tom's River Triage

tomsrivertriage@landmark.pure.cloud

Local Outreach

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

Triage Skills:

(pending)

Emails:**Outreach:** (518) 362-8197

Albany Call Center

call_center_albany@optum.com

Albany Triage

albanytriage@landmark.pure.cloud

Local Outreach

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 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

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

rochestertrriage@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:

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**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (513) 833-9362

Triage Skills:

(pending)

Emails:**Outreach:** (380) 390-3746

Call Center

call_center_cincinnati@optum.com

Triage

cincinnati@landmark.pure.cloud

Local Outreach

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: (380) 390-3746

Call Center call_center_mid-centraloh@optum.com
Greater Cleveland Triage clevelandtriage@landmark.pure.cloud
Columbus Triage columbustriage@landmark.pure.cloud
Local Outreach

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

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

Triage Skills:
(pending)

Emails:

Outreach: (405) 461-1233

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 Office

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 Office

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:**

Call Center

Greater Oregon Triage

Greater Washington Triage

Local Outreach

Outreach:call_center_greaternorthwest@optum.comgreateroregontriage@landmark.pure.cloudgreaterwashingtontriage@landmark.pure.cloudHBMCGNWO 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

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

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:

Call Center

Outreach: (984) 227-8916

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

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:

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (423) 668-0360

Triage Skills:

(pending)

Emails:Call Center call_center_tennessee@optum.comTriage chattanoogatriage@landmark.pure.cloudLocal Outreach HBMC_TN_CHA@ds.uhc.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:

Market Skills:

(pending)

LM1 Clinical Skills:

☎ (865) 545-0820

Triage Skills:

(pending)

Emails:Call Center call_center_tennessee@optum.comTriage knoxvilletriage@landmark.pure.cloudLocal Outreach HBMC_TN_CHA@ds.uhc.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:

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 HBMC_TN_CHA@ds.uhc.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: (

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 HBMC_TN_CHA@ds.uhc.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:** (**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (423) 251-6799

Triage Skills:

(pending)

Emails:Call Center call_center_tennessee@optum.comTriage triciestriage@landmark.pure.cloudLocal Outreach HBMC_TN_CHA@ds.uhc.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:** (469) 264-5788**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (281) 612-3727

Triage Skills:

(pending)

Emails:Houston Call Center Call_Center_Houston@optum.comHouston Triage houstontriage@landmark.pure.cloud

Local Outreach

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

Temple Office
 9325 Tarver Drive
 Suite A102
 Temple, TX 76502

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

(pending)

LM1 Clinical Skills:

☎ Dallas / Ft. Worth:

(469) 300-1863

☎ Temple: (254) 203-5241

Triage Skills:

(pending)

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:** (855) 784-1439**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

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: (833) 800-9663**Market Skills:**

(pending)

LM1 Clinical Skills:

☎ (801) 758-7263

Triage Skills:

(pending)

Emails:Call Center call_center_utah@optum.comTriage utahtriage@landmark.pure.cloudLocal Outreach HBMC-LHUtahCHA@ds.uhc.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) 899-1483Call Center call_center_pugetsound@optum.comSeattle Triage seattletriage@landmark.pure.cloud

Local Outreach

Cheat Sheets:[Puget Sound Cheat Sheet.pdf](#)