

How To Reach the UC/LANL UnitedHealthcare Customer Service Team

UC/LANL Dedicated Toll-free Number: 1-800-603-3816

Hours of Operation:

8 a.m. – 8 p.m. (All Time Zones)

Monday – Friday

Main Customer Service Prompts Include:

- 1 – Medical Claims, Benefits, Networks, Other Member Information
- 2 – Notification of Hospital Admission, Surgery or Other Medical Services
- 3 – Pharmacy Information from Medco Health
- 4 – Health Information from an Optum Registered Nurse
- 5 – To Enroll in the Healthy Pregnancy Program
- 9 – To Repeat the Above Menu

The Quickest Way to Reach a Customer Service Representative:

