

AT&T UHC Medical Plan Problem Resolution Procedure

AASBCR® urges its members to use the process that AT&T has introduced so that complaints or problems with the plan can be resolved and AT&T will be made aware of each situation.

AT&T has established an escalation process for retirees who are unable to resolve their issue for an AT&T medical plan that is administered by UHC (United Health Care).

"You are required to contact UHC and attempt to resolve the issue yourself before using the Escalation Procedure as follows."

1. Call and talk to a UHC service representative. If the UHC service representative cannot resolve your problem satisfactorily, then ask to speak to a Supervisor.
2. If the supervisor cannot resolve your problem to your satisfaction, then follow the escalation procedure below:

Escalation Procedure

Complete the Member Service Request Form

<http://www.aasbcr.org/bluebulletins/AT&TUHCMedPlnSvcRqstForm.pdf>

You have Internet Email	You Don't have Internet Email
Attach a completed Member Service Request Form to an email & send to: att_escalation@uhc.com	FAX the completed Member Service Request Form to: UHC Escalation Group Fax number: (262) 953-9129
email a copy of the completed Member Service Request Form to: directorbenefits1@aasbcr.org	FAX a copy of the completed Member Service Request Form to: AASBCR® VP Membership and Benefits Fax number: (312) 962-2770
AT&T Human Resources will monitor each situation forwarded to the Escalation Group.	
The toll free telephone number for the Escalation Group is 1-866-365-9146	

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