



## Dallas Market Evercare Provider Issue Contact

To help address provider challenges and issues presented to agents offering Evercare in the Dallas/Fort Worth market, a special e-mail address has been designated as the initial point of contact for the resolution process.

The Provider Services Department will determine the Provider Representative charged with contacting the provider in question and/or United Health Network with the issue.

The assigned Provider Representative will have a two day timeframe with which to make that contact. Once contact with the provider has been made, Provider Services will close the loop with the provider in question within five business days.

**Contact information:**  
[EvercareDFWNetworkManagement@uhc.com](mailto:EvercareDFWNetworkManagement@uhc.com)

Please reach out to this e-mail with the need for provider education, network nominations, provider billing issues, and discrepancies between published network information and what is being communicated in the market.