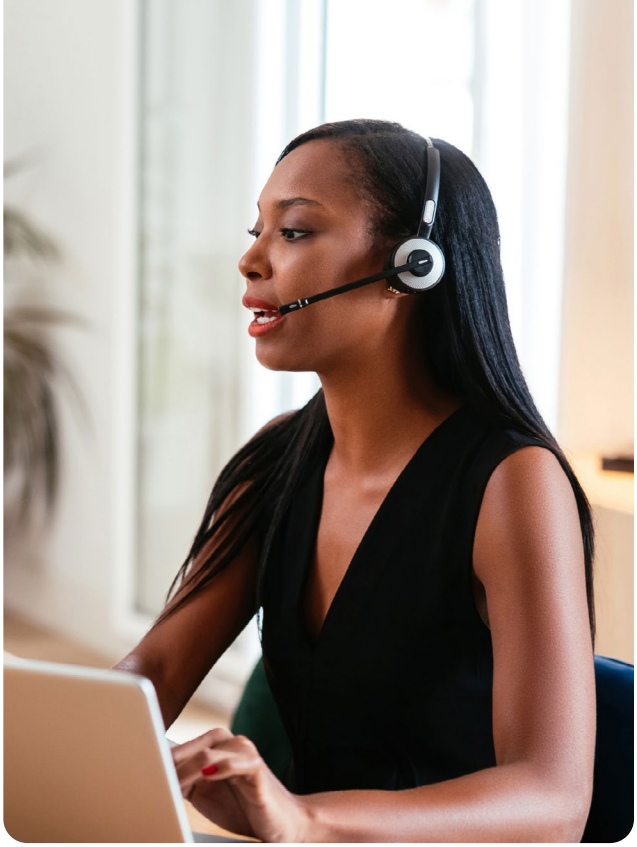
You've got questions. We've got answers.

The Surest health plan puts you in the driver's seat so you can search and find the care you need, at prices you can see. When you have questions or need support along the way, our Member Services team is just a click or call away.



Get the free Surest app for help at your fingertips.

Available on the App Store

GET IT ON Google Play

From the Surest app or Benefits.Surest.com

Click "Help" from the purple navigation bar.
Email us to get a response within 24 hours.

From your phone

Call 866-683-6440 to speak with a Member Services team member. Available Monday – Friday from 6 am – 9 pm CT.

Clinical advocates

Clinical Advocacy team can help. Our clinical advocates can offer guidance on providers, locations, and treatment options to support all types of care needs — from family planning and physical therapy to cancer treatment and gender affirming support.

To get in touch, call Member Services at 866-683-6440 and ask to speak with a clinical advocate.

Language support

Member Services offers support to members in English and Spanish, as well as 240 other languages via an interpretation service. Call 866-683-6440 and ask to be connected with language support.

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Self-Funded: Administrative services provided by United HealthCare Services, Inc. or its affiliates. Level Funded: Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY. Fully Insured: Insurance coverage provided by UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or its affiliates. All Fully Insured Plans in California: If medically appropriate care from a qualified provider cannot be provided within the Network, we will arrange for the required care with an available and accessible out-of-Network provider. You will only be responsible for paying the cost sharing in an amount equal to the cost sharing you would have otherwise paid for that service or a similar service if you had received the Covered Health Care Service from a Network provider. Surest Fully Insured Plans in California: A complete Network and timely access to care may only be available by obtaining treatment through providers available at the maximum Copayment shown for each service at the lowest cost-sharing tier. While some network providers are available at lower Copayments (reduced cost-sharing rates), there is no guarantee of a complete Network or timely access to care at any specific reduced cost-sharing rate. © 2025 Surest. All rights reserved. B2C_25-AI-517258_1025