

CLIENT SERVICE CONTACTS

Updated December 2024

CLIENT SERVICES TEAM



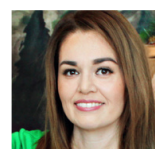
Donna Bares
VP of Client Services

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Email: dbares@unitedag.org



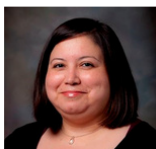
Stephanie Webb
Senior Client Services Manager

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Email: swebb@unitedag.org



Mayra Barajas
Client Services Manager

Phone: 951.394.0632
Email: mbarajas@unitedag.org



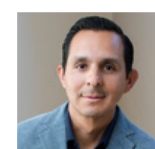
Aurora Flores
Client Services Manager

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Christina Morley
Client Services Manager

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Email: cmorley@unitedag.org



Marcos Higareda
Client Services Manager

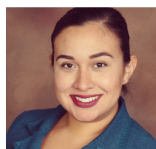
Phone: 951.542.2843
Email: mhigareda@unitedag.org

CLIENT SERVICES SUPPORT & FIELD SERVICES TEAM



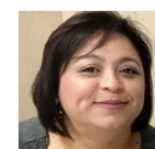
Judith Camacho
Client Services Coordinator

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Email: jcamacho@unitedag.org



Priscilla Gutierrez
Field Service Rep Northern CA

Phone: 831.783.5325
Email: pgutierrez@unitedag.org



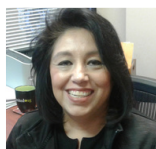
Cassandra Rosales
Field Service Rep Northern CA

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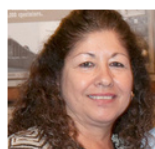
Sandra Duenez
Field Service Rep Southern CA

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Judy Solis
Field Service Rep Central CA

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Georgina Castaneda
Field Service Rep Northern CA

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IMPORTANT CONTACTS

Updated December 2024

EMPLOYER BENEFITS MANAGEMENT

Client Services

clientservices@unitedag.org or your assigned Client Services Manager

- High priority or complex issues
- Benefit questions
- Resources or process training
- Annual renewal review
- Plan changes
- Plan documents
- Open enrollment preparation

Enrollment

enrollment@unitedag.org or your assigned Enrollment Specialist

- Adding / terminating enrollees
- Demographic changes
- ID card requests

Billing

billing@unitedag.org or your assigned Billing Specialist

- Monthly invoices
- Adjustment questions
- Autopayment Setup

ENROLLED MEMBER SUPPORT

Member Services

memberservices@unitedag.org
or call 800.223.4590

SMS Texting Service

English: 949.594.0788 | Spanish: 949.524.4877

- Employee assistance
- Eligibility
- Prior authorization
- Provider relations
- Pharmacy research
- Specialty Medications
- Balance billing

Field Services

fieldservices@unitedag.org

- On-site service
- Claims research
- Employee questions
- Open enrollment meetings

Service Hours: Mon-Fri 6:30am - 5:30pm | Sat 7am-3:30pm

RESOURCE MATERIAL LINKS

Updated December 2024

UNITEDAG GENERAL POLICY / PLAN RESOURCES

- [Enrollment Form \(English\)](#)
- [Enrollment Form \(Spanish\)](#)
- [Change Form \(English / Spanish\)](#)
- [Quick Guide to Your Benefits](#)
- [Summary Plan Description](#)

UNITEDAG GUIDES & MANUALS

- [Enrollment, Eligibility & Billing Resources](#)
- [Payment Portal Manual](#)
- [Secure Email Guide](#)

UNITEDAG EMPLOYEE BENEFIT FLYERS

- [Member Guide – English](#)
- [Member Guide – Spanish](#)
- [SpringHealth Mental Health Virtual Visits](#)
- [Costco No Cost Generics Flyer](#)
- [Virtual Primary Care Health Wellness Clinics](#)
- [Health & Wellness Center Brochure – English](#)
- [Health & Wellness Center Brochure – Spanish](#)
- [Text a Member Services Representative](#)
- [Teladoc Telemedicine](#)
- [Livongo Diabetes Management](#)
- [Mexico Provider Network SAIN](#)
- [Pharmacy Network Costco Health Solutions](#)