

Contact Us

The Preventive Plan[®] is here to support your preventive needs. Feel free to contact us at one of the following numbers below:

MEMBER HEALTH SERVICES

Have a question about The Preventive Plan[®] or the website? Email us anytime at MemberCare@uspm.com, or call us toll-free Monday through Friday from 8 a.m. to 6 p.m. EST at (866) 713-1180 and select option 1.

If you have a hearing or speech impairment, please call the Telecommunications Relay Service (TRS) at 711 and connect with our Member Care department at (866) 713-1180.

HEALTH COACHES

If part of your program, Health Coaches are available for coaching, guidance and support, Monday through Friday from 8 a.m. to 6 p.m. EST.

To speak with a Health Coach or to schedule a coaching session, call toll-free (866) 713-1180 and select option 2.

RN HEALTH COACH LINE

For those enrolled in Care Management, The Preventive Plan[®] offers an RN Health Coach Line staffed by Registered Nurses, who provide pertinent education and resources for chronic condition self-management.

In the event of a medical emergency, please dial 9-1-1 emergency services.

To contact an RN Health Coach, call toll-free (866) 713-1180 and select option 3.