

# Provider self-service

## Resource guide

Please use this guide to see who to contact and what resources to use when you have questions or need help with claims, contracts, credentialing and more.

Topic	Resource team/details	Contact info/website
<b>UnitedHealthcare Provider Portal</b>	As we continue to upgrade our digital services, we've introduced a better system to help you do business with us. The new UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility. The UnitedHealthcare Provider Portal has replaced Link.	You can access the portal using your One Healthcare ID. New users can register at <a href="https://UHCprovider.com/newuser">UHCprovider.com/newuser</a> . Sign in at <a href="https://UHCprovider.com">UHCprovider.com</a> > Sign In
<b>Center of Excellence for complex medical conditions</b>	<ul style="list-style-type: none"><li>• Bariatric resource services (BRS)</li><li>• Cancer resource services (CRS)</li><li>• Cancer support program (CSP)</li><li>• Congenital heart disease resource services (CHDRS)</li><li>• Neonatal resource services (NRS)</li><li>• Fertility solutions</li><li>• Spine and joint solutions (SJS)</li><li>• Transplant resource services (TRS)</li></ul>	<b>Online:</b> <a href="https://uhc.com/centers-of-excellence">uhc.com/centers-of-excellence</a> <b>Email:</b> <a href="mailto:cmc.customer.service@optum.com">cmc.customer.service@optum.com</a>
<b>Claims, billing and payments</b>	Assistance with claims, billing and payments	<b>Online:</b> <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> <b>Phone:</b> 877-842-3210
<b>General contract information</b>	Network Management Resource Team (NMRT) Include your tax ID number (TIN) and group name	<b>Online:</b> <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> <b>Email:</b> <a href="mailto:networkhelp@uhc.com">networkhelp@uhc.com</a>
<b>Credentialing (Non-delegated providers)</b>	Questions or issues related to credentialing, including status updates	<b>Online:</b> <a href="https://UHCprovider.com/join">UHCprovider.com/join</a> <b>Phone:</b> 877-842-3210
<b>Disclosure statements</b>	If you need to submit a disclosure statement	<b>Email:</b> <a href="mailto:uhc_disclosures@uhc.com">uhc_disclosures@uhc.com</a>
<b>Optum Behavioral Health</b>	All behavioral health inquiries	<b>Online:</b> <a href="https://providerexpress.com">providerexpress.com</a> <b>Phone:</b> 877-614-0484

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<b>Optum Physical Health (DC/PT/OT/SLP/LAC)</b>	If you need help with chiropractic, physical therapy, occupational therapy, speech therapy or acupuncture	<b>Email:</b> <a href="mailto:network_physicalhealth@optum.com">network_physicalhealth@optum.com</a> <b>Credentialing email:</b> <a href="mailto:cred_ohcs@optum.com">cred_ohcs@optum.com</a> <b>Chat:</b> <a href="https://myoptumhealthphysicalhealth.com">myoptumhealthphysicalhealth.com</a> <b>Phone:</b> 800-873-4575
<b>Non-delegated provider additions, terminations and changes</b>	Provider data operations	<b>Online:</b> Use My Practice Profile at <a href="https://UHCprovider.com/mpp">UHCprovider.com/mpp</a>  Or, send detailed information about the change and the effective date on your letterhead to <a href="mailto:hpdemo@uhc.com">hpdemo@uhc.com</a>
<b>Delegated provider additions, terminations and changes</b>	Provider data operations	<b>West region email:</b> <a href="mailto:pacific_delprov@uhc.com">pacific_delprov@uhc.com</a> <b>Central region email:</b> <a href="mailto:delprov@uhc.com">delprov@uhc.com</a>
<b>Provider relations</b>	Finding your Provider Advocate	<b>Online:</b> <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a>
<b>Roster managed delegated groups</b>	All changes and updates	<b>Email:</b> <a href="mailto:national_roster_management@uhc.com">national_roster_management@uhc.com</a>
<b>Training</b>	If you'd like to sign up for training or need technical assistance. You can register for instructor-led sessions on a number of topics.	Register for instructor-led sessions on a number of topics. <b>Online:</b> <a href="https://UHCprovider.com/training">UHCprovider.com/training</a> If you need technical help: <b>Email:</b> <a href="mailto:providertechsupport@uhc.com">providertechsupport@uhc.com</a> <b>Phone:</b> 866-842-3278 + option 3 8 a.m.–10 p.m. CT, Monday–Friday
<b>UnitedHealthcare Dental</b>	All dental inquiries	<b>Online:</b> <a href="https://dbp.optum.com">dbp.optum.com</a> <b>Phone:</b> 800-822-5353
<b>UnitedHealthcare Vision</b>	All vision inquiries	<b>Phone:</b> 800-638-3120
<b>Self-service tools</b>	If you have questions or need assistance with self-service tools on the UnitedHealthcare Provider Portal	<b>Online:</b> <a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a> <b>Phone:</b> 866-842-3278 + option 1 UnitedHealthcare Connectivity Help Desk 7 a.m.–9 p.m. CT, Monday–Friday



## We're here to help

If you have additional questions, call Provider Services at **877-842-3210**. Representatives are available weekdays from 8 a.m.–5 p.m. ET (except state-designated holidays). Please note it may take us up to 30 days to process your request.