



# Ohio State Medical Association

UnitedHealthcare Updates

August 2023

United  
Healthcare



# Care Provider Website

[www.UHCprovider.com](http://www.UHCprovider.com)

# UHCprovider.com

## Navigation

UHCprovider.com is your “front door” to all the information you need for doing business with us.

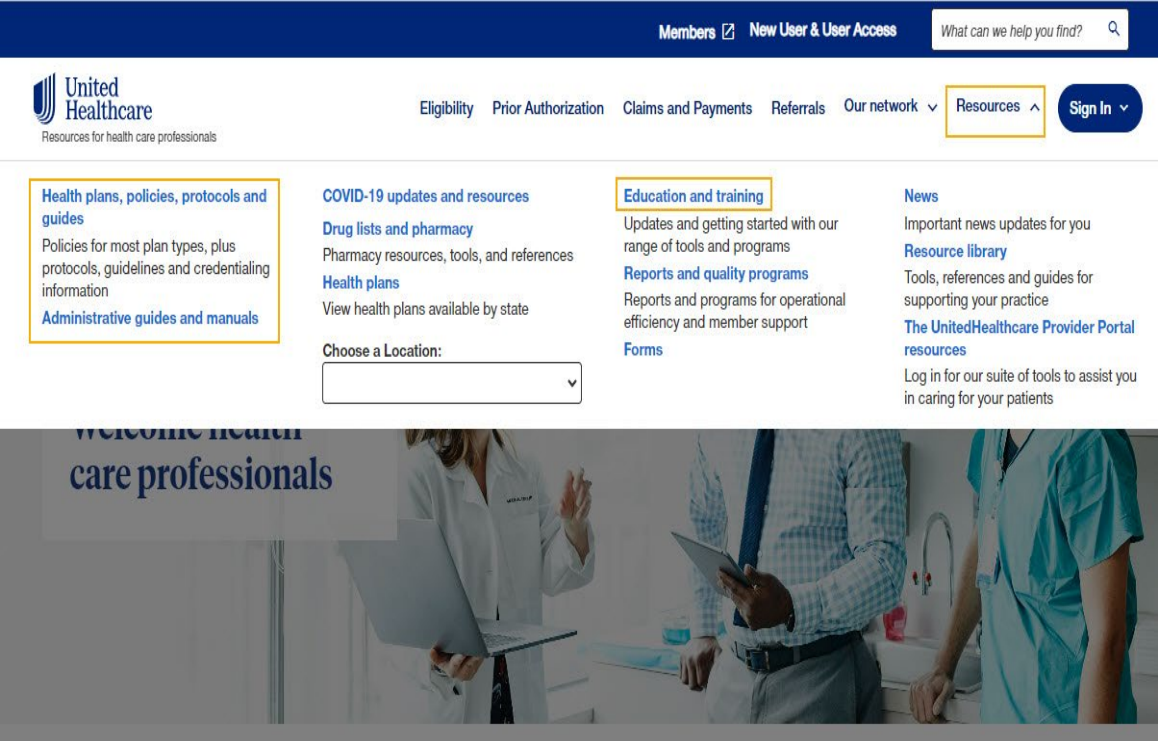
Everything you need is in one place, and we’ve designed the site with you in mind.

You’ll be able to quickly find the information you need and access the UnitedHealthcare Provider Portal.



# Resources


At the top of the screen, you'll see our menu. You can see quick links to important information on the site, including our Resource Library, our Administrative Guides and education.





# Administrative Guide




Our [Care Provider Administrative Guides and Manuals](#) are available online or can be downloaded PDF files. You'll always have the most up-to-date information by using the online version.

We have a version for Commercial, Medicare Advantage and DSNP, and a version for Community Plans broken out by state. These are an extension of your care provider agreement, so it's important to be familiar with the content of these guides.

Members  New User & User Access

What can we help you find? 

 United Healthcare  
Resources for health care professionals

Eligibility Prior Authorization Claims and Payments Referrals Our network  Resources  Sign In 

Care Provider Administrative Guides and Manuals

Community Plan Care Provider Manuals for Medicaid Plans By State


## Care Provider Administrative Guides and Manuals


The following links provide information including, but not limited to, prior authorization, processing claims, protocol, contact information and resources.

UnitedHealthcare Care Provider Administrative Guide for Commercial, Medicare Advantage (including Dual Special Needs Plans)  
[View Guide](#)

Community Plan Care Provider Manuals for Medicaid Plans by State  
[Find Your State](#)

[Expand All !\[\]\(6e25b60ffb31220de56adde4fc712ea9\_img.jpg\)](#)

Prior Years' Administrative Guides 

Empire Plan Guides 

[About us !\[\]\(0827f8bcf4fdaf88efd967c9fae433d0\_img.jpg\)](#)

[Contact us](#)

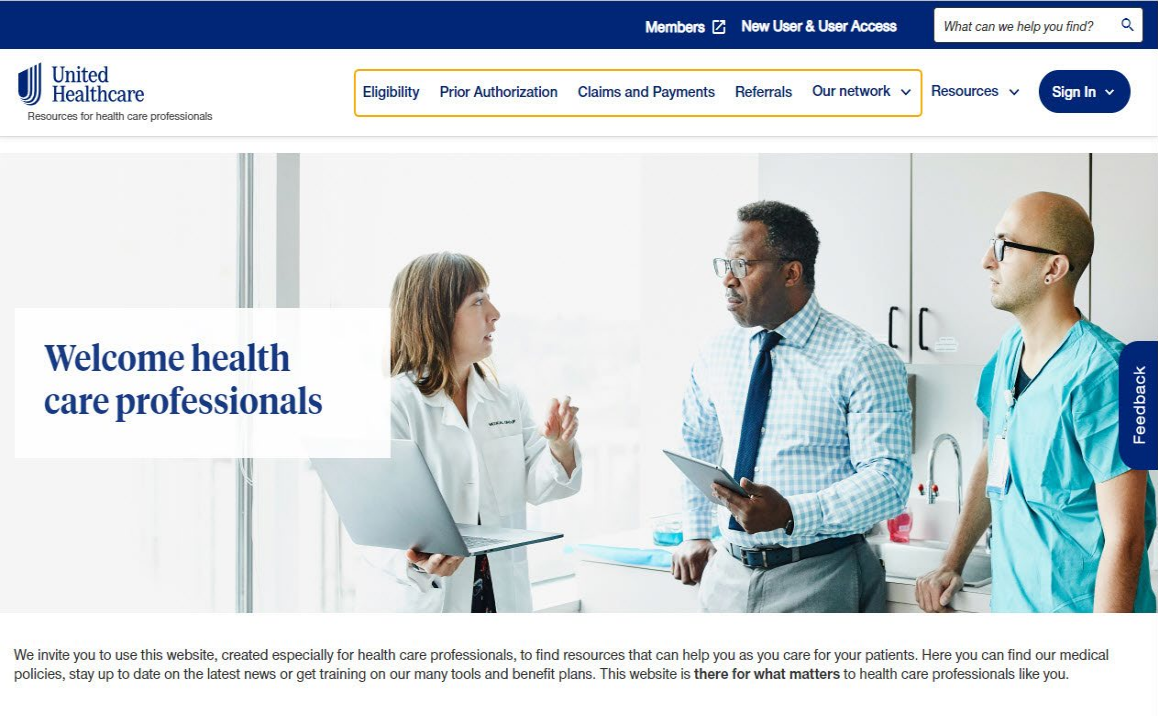
[Careers !\[\]\(810e9d21a0600b594ec11052753ebcfd\_img.jpg\)](#)

[Find a provider](#)



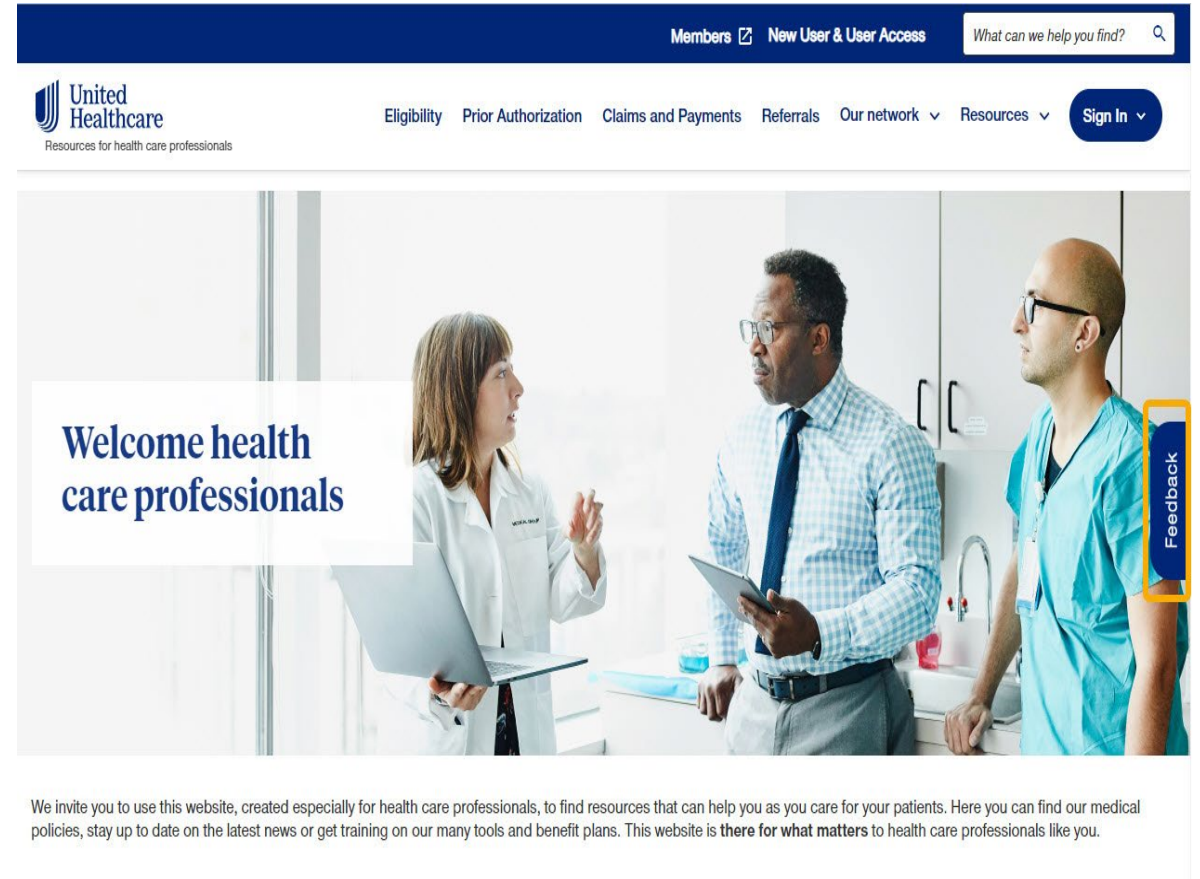
# Important Topics

At the top you can find important information on topics we hear are most important to you.



# Feedback

We're always listening. Tell us how we're doing by clicking the **Feedback** button on the right side of your screen. Your opinions will help us continue to improve so we can better meet your needs.





# Access the Provider Portal

From [UHCprovider.com](https://UHCprovider.com), sign in with your One Healthcare ID



## Cut down on phone calls and lost work

Prior authorization news: Submit cancellation requests online, and drafts are saved automatically.

[Learn more](#)

## UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal has more than 40 tools that allow you to take action on claims and get the answers you need quickly. It's available 24/7 – and at no cost to you. All without having to pick up the phone.

[Get training](#) 

### Eligibility and Benefits

Verify member eligibility, determine benefits, view care plans and get a digital copy of the member ID card.

### Prior Authorization and Notification


Check prior authorization and notification requirements, submit requests, upload medical notes, check status and update cases.

### Claims and Payments

Submit claims, look up fee schedules, check status, view payment information, and submit reconsideration and appeal requests.

### Referrals

Check referral requirements, submit requests, review referral history and monitor the number of remaining visits.

[Sign in](#) 

# UHCprovider.com

Sign in to the  
UnitedHealthcare Provider  
Portal

Need access to the  
UnitedHealthcare Provider  
Portal?

[New User & User Access](#)

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Training tips

Feedback

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## Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password



Sign In

### Additional options:

[Create One Healthcare ID](#)

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)

Do not bookmark this login page. Instead, bookmark [UHCprovider.com](https://UHCprovider.com) then click "Sign In" next time you want to log in.



[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

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# Provider Portal

**Save time, get better documentation and reduce paper by using our online tools.**

- Check eligibility and benefits information
- Submit prior authorization requests
- Access items in Document Library
- Access claims information like status updates, reconsiderations and appeals
- And more

**Most questions can be answered using one of our online solutions at**

- [UHCprovider.com/digitalsolutions](https://UHCprovider.com/digitalsolutions)

The screenshot displays the UnitedHealthcare Provider Portal interface. At the top, the UnitedHealthcare logo is on the left, and navigation links for Training & Support, Practice Management, Trackit, and a user profile for Michelle are on the right. A search bar is located below the logo. The main navigation bar includes links for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. Below this, a welcome message for Michelle is shown, followed by a note to verify payer and provider information. The central section is titled 'Verify Eligibility & Benefits' and contains a form with fields for 'Select Your Eligibility Search Criteria\*' (Member ID & Date of Birth), 'Member ID\*', 'Date of Birth\*' (with a calendar icon), and 'Search Range' (Predefined Date selected). A 'Verify Eligibility' button is at the bottom of the form. To the right of the form is a sidebar with 'Eligibility & Benefits Resources' (Tool resources, Interactive training guide, Drug lists and pharmacy, New York health plan) and 'Quick Links & Tools' (UMR, All Savers, Optum VA Community Care Network, Optum Physical Health). A 'UnitedHealthcare Updates' section at the bottom left shows a date of 08/26/2022. A pagination bar at the bottom right shows '1' as the active page.





# Education and Training

Resources for the Provider Portal

# Healthcare Professional Education and Training

On [UHCprovider.com/training](https://UHCprovider.com/training), you'll find all of our resources for education and training. You'll have access to on-demand courses and guides that you can view anytime, from any smart device or computer.

We're always creating more programs and training courses to cover the topics you need, when you need it.

MENU

United Healthcare

Resources for physicians, administrators and healthcare professionals

What can we help you find?

Members

New User & User Access

Find Dr.

Sign In

Home

>

Resource Library

>

Healthcare Professional Education and Training

Print

Healthcare Professional Education and Training

We provide a full range of training resources including interactive self-paced courses and instructor-led session. The training content is organized by categories to make it easier to find what you need.

Digital Solutions

Plans and Products

Clinical Tools

Coding Corner

Smart Edits


State Specific Training

Instructor-Led Learning Events

Delegated Providers

Veterans Affairs Community Care Network (VA CCN)

Featured Courses



Getting Started with UnitedHealthcare

This is the first course all new care providers should complete. Whether you are new to our network, have a new employee, or simply need a refresher, this self-paced course is designed to give you what you need to get started working with us.

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# Live Training Opportunities

You can sign up for live training events that provide a deep dive into the self-service functions we reviewed today. Visit [UHCprovider.com/training](https://UHCprovider.com/training) to access a list of available live training events.

**Step 1** - Select 'Instructor-Led Learning Events' and then simply choose the topic you'd like to learn more about.

**Step 2** - Select the link to register for the live training event.

**Step 3** - Choose the date and time for the training event you'd like to attend. Once you register, we'll send you an email with details on how to join.





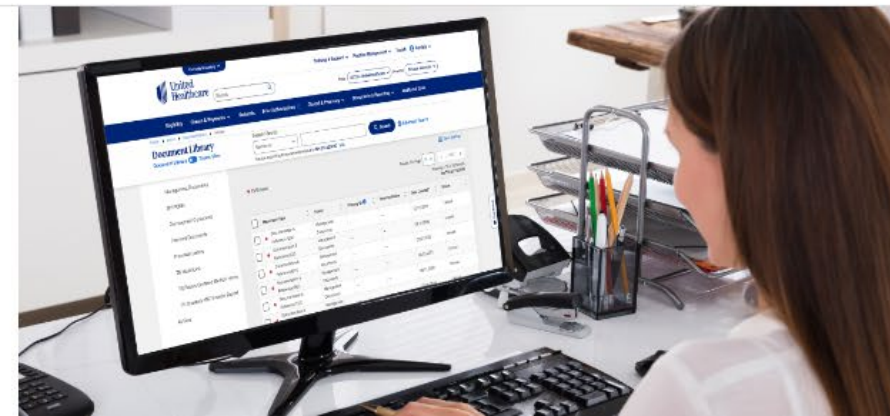


## Welcome health care professionals

We invite you to use this website, created especially for health care professionals, to find resources that can help you as you care for your patients. Here you can find our medical policies, stay up to date on the latest news or get training on our many tools and benefit plans. This website is **there for what matters** to health care professionals like you.

## Looking for a claim letter?

Forget the mail. Soon Medicare Advantage and commercial plan claim letters must be accessed in Document Library or through an API connection.

[See the details](#)

**Health plans, policies, protocols and guides**

Policies for most plan types, plus protocols, guidelines and credentialing information

**Administrative guides and manuals**

Specifically for Commercial and Medicare Advantage (MA) products

**COVID-19 updates and resources****Drug lists and pharmacy**

Pharmacy resources, tools, and references

**Health plans**

View health plans available by state

Choose a Location:

**Education and training**

Updates and getting started with our range of tools and programs

**Reports and quality programs**

Reports and programs for operational efficiency and member support

**Telehealth**

Resources and support to prepare for and deliver care by telehealth

**News**

Important news updates for you

**Resource library**

Tools, references and guides for supporting your practice

**The UnitedHealthcare Provider Portal resources**

Log in for our suite of tools to assist you in caring for your patients

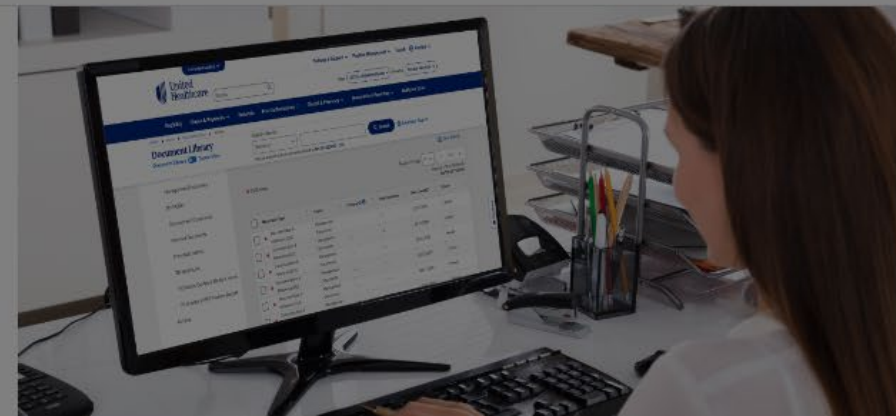
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[Digital Solutions](#)[Plans and Products](#)[Clinical Tools](#)[Coding Corner](#)[Smart Edits](#)[State Specific Training](#)[Instructor-Led Learning  
Events](#)[Delegated Providers](#)[Veterans Affairs Community  
Care Network \(VA CCN\)](#)

### Getting Started with UnitedHealthcare

This is the first course all new care providers should complete. Whether you are new to our network, have a new employee, or simply need a refresher, this self-paced course is designed to give you what you need to get started working with us.

[Register for live training](#)[Start course](#)

**Healthcare Professional Education and Training**[Clinical Tools](#)[Coding Corner](#)[Delegate Providers](#)[Digital Solutions Training and Guides](#)[Instructor-Led Learning Events](#)[Plans and Products](#)[Smart Edits](#)[State Specific Training](#)[Veterans Affairs Community Care Network \(VA CCN\)](#)

## Digital Solutions Training and Guides

Learn how you can save time, get better documentation and reduce paper by using our online self-service tools.



### Find what you need fast

When reviewing an interactive self-paced guide, simply click MENU to see all content included. Then, select the topic you need for quick reference. Use the forward arrow to advance to the next page in order or use the HOME icon to switch topics at any time.

## Portal Tools

[Collapse All](#)

### Access and Registration

#### [Access and New User Registration](#)

Easily complete your registration and start using UnitedHealthcare's self-service tools. Our Registration and Access Management guide will walk you through the process step-by-step.

#### [How to Create and Manage Users](#)

Administrators will see how to create and manage users for the UnitedHealthcare Provider Portal

#### [3<sup>rd</sup> Party Access Guide for Primary Access Administrators](#)

## UnitedHealthcare Provider Portal Tools

### [UnitedHealthcare Provider Portal Overview](#)

Discover how you can use the UnitedHealthcare Provider Portal for all your online services, including claims, eligibility, prior authorization, referrals and much more.

## Eligibility and Referrals

### [Eligibility and Benefits Interactive Guide](#)

Verify member eligibility, determine benefits, view care plans and get a digital copy of the member ID card using Eligibility and Benefits on our provider portal. This guide will show you how to find all the details.

### [Referrals Interactive Guide](#)

Use the UnitedHealthcare provider portal to check referral requirements, submit requests and see the status of referrals. This guide will get you started using our Referrals solution.

## Prior Authorizations and Notifications

### [Prior Authorization and Notification Interactive Guide](#)

See how to check prior authorization and notification requirements, submit requests, upload medical notes, check status and update cases – without faxing or calling using our Prior Authorization and Notification solution on our provider portal.

### [Rocky Mountain Health Plans Prior Authorization and Notifications Guide](#)

Learn how to use the Prior Authorization and Notification tool on the UnitedHealthcare Provider Portal for a Rocky Mountain Health Plans member.

## Claims and Payments

### [Claims Follow Up Interactive Guide](#)

View claim status, take action if needed and check the status of tickets using Claims on our provider portal. This guide will walk you through all you need to know.

### [Claims - How to Submit Electronic Reconsideration Requests and Appeal/Disputes Interactive Guide](#)

See how to use the Claims tool to submit online claim reconsideration requests and appeals.

### [Track-It Interactive Guide](#)

Easily follow up on your claim, prior authorization or referral workflows and take action, if needed. You can address time-sensitive Smart Edits and even view some letters in TrackIt to save time.

Healthcare Professional Education and Training

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[Coding Corner](#)

[Delegate Providers](#)

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[Plans and Products](#)

[Smart Edits](#)

[State Specific Training](#)

[Veterans Affairs Community Care Network \(VA CCN\)](#)

# Instructor-Led Learning Events

Register for an instructor-led session to learn how to use the digital solutions available on the Provider Portal.



## Featured Course: Claims Overview

Overview of the features on the UnitedHealthcare Provider Portal for the entire claim process, from the initial submission of a single claim (1500) to checking status and submitting a reconsideration or appeal, if needed and more!

[Register for live event](#)

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Overview of the features on the UnitedHealthcare Provider Portal for the entire claim process, from the initial submission of a single claim (1500) to checking status and submitting a reconsideration or appeal, if needed and more!

[Register for live event](#)

### Document Library, Paperless Delivery and TrackIt

See how to get letters the day they are generated, access reports, track reconsiderations and pended claims, flag claims for easy access and more.

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Overview of the features on the UnitedHealthcare Provider Portal for the entire claim process, from the initial submission of a single claim (1500) to checking status and submitting a reconsideration or appeal, if needed and more!

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This is the first course all new care providers should complete. Whether you are new to our network, have a new employee, or simply need a refresher, this live event is designed to give you what you need to get started working with us: how to register, verify eligibility and get a member ID card, check prior authorization status, and more.

[Register for live event](#) 

### Prior Authorization and Notification

Learn how to check requirements, submit new authorizations / notifications, check status, and submit updates

[Register for live event](#) 





# Network News

Your go-to source for administration, clinical and operational updates

A series of thick, dark blue wavy lines that flow horizontally across the lower half of the page, starting from the left edge and ending on the right, creating a dynamic, fluid background element.

United  
Healthcare



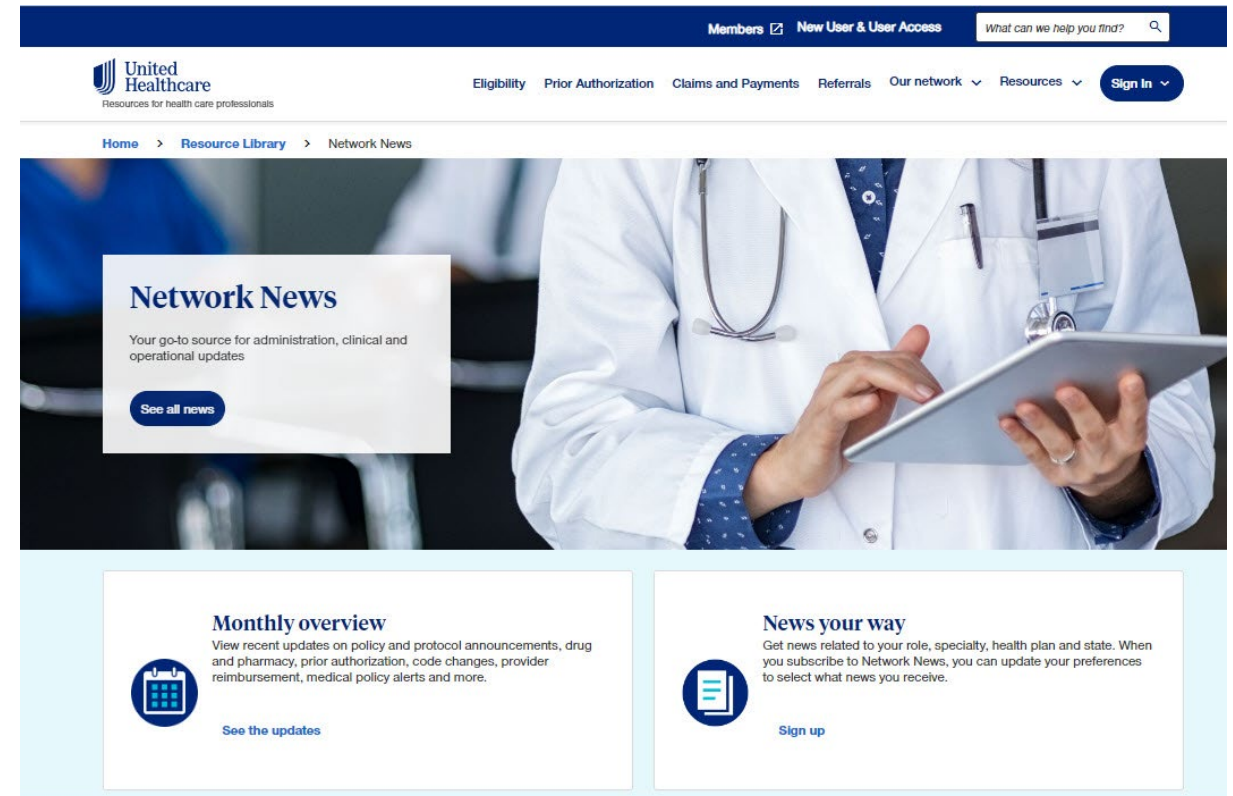
# Network News

Your go-to source for administration, clinical and operational updates

# Network News

On our [Network News page](#), you'll find all the latest announcements on new tools, enhancements to our tools, and updates to policies and guidelines. This is where you can also find our policy and protocol updates. This is available on the first of every month and contains notifications for our protocols and policy changes, administrative information and clinical resources. We also provide a mid-month update, Network News Brief, which keeps you up to date on new initiatives and programs.

[Click here](#) to sign up to receive email notifications and set your preferences. The Network News is also an extension of your contract, so it's important to review each month



What's new in Network News

[See more news →](#)





# Service Model

For UnitedHealthcare

# Service model

## Claim reconsideration

- You should submit a claims reconsideration request through the Claims tool when you believe a claim was paid incorrectly. Situations for reprocessing include, but are not limited to:
- Amount is different than what provider expected
- Claim was filed in a timely manner, when provider has proof
- Claim was denied for no authorization, when provider has an authorization number
- Difference in Coordination of Benefits (COB) information

## Appeal

- You should submit an Appeal using the File Appeal button in Claims tool when available, should you wish to challenge a decision or request an exception. Situations for reprocessing include, but are not limited to:
- Medical necessity (must be filed as a member appeal and can be submitted by the member or by the provider on their behalf)
- Please send your request to the claim address on the back of the member's ID card





# Staying Connected

**Provider Services Contacts and Resources**

# Provider Services

**If you need to speak with someone, we're here to help.**

- Provider Services, (Commercial and Medicare)
  - 1-877-842-3210
- Provider Services, (DSNP and Medicaid)
  - 1-800-600-9007
- Provider Services (Individual Exchange Plans)
  - 1-888-478-4760
- Optum Pay™ Helpdesk
  - 1-877-620-6194
- UnitedHealthcare Web Support
  - 1-866-842-3278



# Provider Services, continued

- Network Management Resource Team (NMRT)
  - Self-service functionality to update or check credentialing information, contract questions or demographics/maintenance.  
Call 877-842-3210 or email [networkhelp@uhc.com](mailto:networkhelp@uhc.com).
- Optum Behavioral Health
  - Visit [providerexpress.com](https://providerexpress.com)
- Optum Physical Health (PT, ST, OT & Chiropractic Providers)
  - Visit [Optum Physical Health](#)
- Dental
  - Medicare DSNP 1-844-275-8750
  - Medicaid Dentaquest 1-877-542-9236
  - Commercial and Medicare visit [dbp.com](https://dbp.com)





# Escalation Process

If you are still not satisfied, you may contact your Provider Relations Team.

- [UHCprovider.com/contactus](https://UHCprovider.com/contactus)

MembersNew User & User AccessWhat can we help you find?

United Healthcare  
Resources for health care professionals

EligibilityPrior AuthorizationClaims and PaymentsReferralsOur networkResourcesSign In

Home > Contact Us

Contact Us

We're here to help with United Healthcare Provider Portal self-service tools and a new live chat option using your One Healthcare ID. Don't have one? Get one now.

Self-service options

**Want answers quickly?**  
The Provider Portal provides patient and practice-specific information for:

- Eligibility and coverage
- Claims and payments
- Prior authorizations
- Referrals, reports and more

[Sign in](#)

**Need contracting or credentialing help?**  
Use your One Healthcare ID to:

- Update your application to join our network
- Access self-service tools
- Check your credentialing status
- Chat with an advocate

[Connect now](#)

Frequently requested contacts

I'm looking for....

Contact us





**Thank you**