

Interactive Voice Response System

You can use our interactive voice response system to check:

- Member eligibility and benefits
- Claim status
- Prior authorization
- Credentialing and other professional services

To get started, call Provider Services at **800-445-1638**. Be sure you have your tax ID number, the member's ID number and their date of birth. Choose the member's plan from the following options:

- Medicaid (option 1)
- Medicare (option 2)
- Developmentally Disabled (option 3)
- Children's Rehabilitative Services (option 4)

Link: Your Gateway to Online Self-Service Tools

If you'd prefer not to pick up the phone, you can do these tasks online with Link. Get member eligibility, benefits and claims information quickly and easily from a single, secure online location. You can:

- Check member eligibility information and review benefit details for all UnitedHealthcare members in any of our benefit plans.
- View claims status for almost all UnitedHealthcare members and flag claims for later follow-up.
- File a claim reconsideration request, attach documents, add comments and get real-time status updates.

To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. If you can't remember your Optum ID or password, click on "Sign In," then "Forgot Optum ID" or "Forgot Password". If you don't have an Optum ID yet, please register for one by clicking "Create an Optum ID."

To learn more about Link, register for a [webinar](#) or visit our [Link Self-Service Tools](#) page. If you have questions, please call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 3. They're available from 7 a.m. to 9 p.m. Central Time, Monday through Friday. Thank you.