



Electronic Tools & Resources for Home and Community Based Services (HCBS) and Long-Term Support Services (LTSS) Providers

We count on our team of Home and Community Based Services (HCBS) and Long-Term Support Services (LTSS) providers for care and support to help UnitedHealthcare members with complex health issues live more independently. UnitedHealthcare Community Plan offers health care coverage for beneficiaries of Medicaid, Medicare and other state health care programs. Plans have different names in different areas, but all offer UnitedHealthcare members access to quality care. We look forward to continued collaboration and want to make you aware of some valuable resources.

Online Network Participation Information

With UHCCommunityPlan.com, you can access network participation information, including specific resources for claims and member information, training and education, news and electronic transactions, all in one convenient place.

Electronic Solutions

UnitedHealthcareOnline.com

Claims submission is simple with UnitedHealthcareOnline.com. If you are new to our website, our [Quick Reference Guide](#) offers step-by-step instructions. You can access [tutorials](#) about using the website or can register to attend [training](#) sessions.

Introducing Link

Care providers and administrative staff have told us they want a better way to get the information they need to check benefits and eligibility, determine claim status, submit claims reconsideration and more. Link is a new site for UnitedHealthcareOnline.com users. It replaces Optum Cloud Dashboard.

Link applications include:

Claims Management Get the status of your claims quickly and accurately. You can submit a claim for reconsideration directly from the Claims Management app.

Eligibility & Benefits Need to submit a referral? Checking the coverage for specific services? Want to know the copayment for a visit? This app does it all for you.

Provider Data Management View locations, specialties, languages spoken and more.

[Learn more](#) about Link.

Electronic Data Interchange (EDI) Clearinghouse

You can select any clearinghouse with a connection to UnitedHealthcare to exchange EDI transactions. Our [EDI options for submitting claims](#) lists methods and connections for claim submissions. OptumInsight is UnitedHealthcare's preferred gateway for all electronic transactions. You can learn more about [clearinghouse options](#) on UnitedHealthcareOnline.com.

Office Ally

Office Ally is a clearinghouse that offers a free web-based service allowing you to enter professional (CMS-1500) and institutional (UB-04) claims manually, or upload them through your existing software. You can edit claims, view claim history and review claim submission reports online. For more information on the EDI services supported by Office Ally, view our guide: "[A Simple and No-Cost Solution for Filing UnitedHealthcare Community Plan Claims Electronically.](#)"

Electronic Visit Verification

Electronic Visit Verification (EVV) is a telephone- or computer-based system that documents the begin and end times of caregivers delivering services. EVV is only available in select markets. Please contact your Provider Advocate regarding the availability of EVV in your area.

Claims Tools & Resources

- [Claims Payer List for UnitedHealthcare, Affiliates and Strategic Alliances](#) provides details about which claims can be submitted electronically
- [Quick Tips for Electronic Claims](#) includes information about successfully managing electronic claims, including filing secondary/coordination of benefits (COB) claim submissions, electronic claim reports and more
- Access [EDI Education for Electronic Transactions](#) to learn about electronic claims, other transactions and the benefits of using EDI
- Reference step-by-step [Claim Submission](#) guidance
- Find [Quick Reference Guides](#) on how to use Claims & Payments functions

For assistance, please contact your UnitedHealthcare Provider Advocate or call EDI Support at 800-842-1109. You may submit questions or report issues by completing our [EDI transaction support form](#).

Thank you.