

Care Providers' Quick Reference to our Administrative Guides

This Guide provides topic and frequently asked question information at a glance. It is not inclusive of all UnitedHealthcare products. For comprehensive information on the following topics, we recommend reviewing the Provider Administrative Guides.



Self Service

UHCprovider.com: UHCprovider.com is your home for care provider information with 24/7 access to Link self-service tools, medical policies, news bulletins, and great resources to support administrative tasks including eligibility, claims and prior authorizations and notifications. UHCprovider.com replaces unitedhealthcareonline.com and uhcwest.com when these sites decommission in the coming months.

Link: Access Link – your gateway to UnitedHealthcare’s online tools – through UHCprovider.com. Link contains powerful online apps that give you comprehensive information without the extra step of making a phone call. With Link apps, you can get eligibility and benefit details, submit referrals and Prior Authorization requests, manage claims, submit claims reconsideration and appeals, and even manage your demographic information that appears in our provider directory. To access the Link applications, sign in to UHCprovider.com with your Optum ID. The most popular Link apps include:

- **eligibilityLink:** Search for covered members, view detailed benefits information for multiple plans, get copayment, coinsurance and deductible amounts, see therapy accumulators, or get an ID card.
- **claimsLink:** View the status of your claim, get payment details, and submit claims reconsideration and online appeals.

- **My Practice Profile:** View, update and attest to the accuracy of the care provider demographic data UnitedHealthcare members see for your practice. Sign in to UHCprovider.com using your Optum ID, then select the My Practice Profile app on Link to review your practice information. My Practice Profile is not available for facilities. For information on our credentialing process, see [Credentialing](#).

To access the Link applications, go to [UHCprovider.com](#) and sign-in with your Optum ID. Get more information on these and other Link apps at [UHCprovider.com/Link](#).



UnitedHealthcare Communications

Network Bulletin: News and updates regarding policy, product, or reimbursement changes are posted in the Network Bulletin. It is posted and accessible online at [UHCprovider.com/news](#) at the beginning of each month. Registration is not required to view the News & Network Bulletin web page. From the same page, you may also sign up to receive the Network Bulletin by email. Email distribution is not limited to any one person in your office – anyone interested in receiving the Network Bulletin email may sign up. Read the Network Bulletin throughout the year to view important information on protocol and policy changes, administrative information and clinical resources.

Practice Matters: A quarterly newsletter containing national and regional Community Plan information is available through [UHCcommunityplan.com](#) > [For Health Care Professionals](#) > Select your state > Newsletters.

Region and Health Plan Specific information: Go to [UHCprovider.com](#). From the menu, click Health Plans by State. Select your state. Select the product (i.e. Commercial, Medicaid, Medicare).



Contact UnitedHealthcare

Most questions can be answered using our online tools at UHCprovider.com (see the [Self Service](#) section above). If you need to speak with a UnitedHealthcare Service Agent, they will be happy to assist. Report escalated or unresolved issues to your Provider Advocate by email.

Technical Assistance/Connectivity: 866-842-3278

Provider Services: 877-842-3210

Member/Customer Care: 800-444-6222

Prior Authorizations: 877-842-3210

Claim Appeals: 800-291-2634

Electronic Payments & Statements

(EPS) Helpdesk: 877-620-6194

Provider Contract questions: Contact your Network Management Representative. To identify your Network Management Representative go to uhc.com > [Contact us](#) > select state > Network Management or contact Provider Services at 877-842-3210.

Provider Advocate: To identify your Provider Advocate, you may call Provider Services at 877-842-3210 or contact your Network Account Manager.



Resources

UHC on Air: Watch live broadcasts and on-demand programs on topics important to you including Claims Processing and Payment, Provider Training and Orientation and Accountable Care Tools. To access UHC on Air:

1. Log into [Link](#) and select the UHC On Air tile.
2. Select the UHC News Now channel to watch national UnitedHealthcare information related to Medicare, Medicaid, Military & Veterans and Commercial benefit plans, programs and services. Select your state-specific channel to see local programming.
3. After selecting your channel, you will see broadcasts categorized by plan type and general information.



Provider Administrative Guides and Manuals

Find Commercial and Medicare Advantage Provider Administrative Guides at UHCprovider.com/guides.

- [2017 UnitedHealthcare Provider Administrative Guide for Commercial and Medicare Advantage October](#)
- [2016 TRICARE Provider Handbook](#)
- [2017 UHC West Capitated Care Provider Administrative Guide](#)

Find Community Plan manuals at UHCcommunityplan.com > [Health Care Professionals](#), and select your state.



Frequently Accessed Information

Claim Reconsiderations and Appeals: We are happy to assist with claim issues and reconsiderations. Follow the below Provider Service Model. Online submissions are the fastest and easiest way to file Claim Reconsiderations and Appeals. Access the claimsLink app from UHCprovider.com (see the [Self Service](#) section above). claimsLink provides a confirmation number of your submission and will allow you to track the transaction.

You can submit Claim Reconsiderations and Appeal using the following channels:

1. Online submission: Access the claimsLink app from UHCprovider.com (see the [Self Service](#) section above). ClaimsLink provides a confirmation number of your submission and will allow you to track the transaction.
2. [US Mail](#).
3. Call Provider Services at 877-842-3210.

Report escalated or unresolved issues to your Provider Advocate by email. Submit an appeal as a final resolution.

Medical Policies: Obtain copies of the CDGs, Medical Policies, and Coverage Summaries online at UHCprovider.com/policies. Find UnitedHealthcare Medicare Advantage Coverage Summaries online at UHCprovider.com/policies.

Medical Records: We may request copies of medical records. You must provide access to any medical, financial or administrative records related to the services you provide to our members within 14 calendar days of our request or sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement, unless your participation agreement states otherwise.

Prior Authorization: Physicians, health care professionals and ancillary care providers are responsible for providing advance notification or requesting prior authorization for services on the Advance Notification/Prior Authorization List.

To submit advance notification:

- Online at UHCprovider.com/priorauth.
- EDI 278 Transactions (Contact your local Network Management Representative or Physician Advocate for more information.)
- Call Care Coordination at the number on the member’s ID card (self-service available after hours) and select “Care Notifications.”
- By fax:
 - › For commercial members, fax to 866-756-9733.
 - › For Medicare Advantage members, fax to 800-676-4798.

To view the most current and complete Advance Notification List, including procedure codes and associated services, visit UHCprovider.com/priorauth.

To request prior authorization:

- **Online:** UHCprovider.com/priorauth
- **EDI:** see EDI transactions and code sets at UHCprovider.com/EDI.
- **Phone:** Enterprise Voice Portal, 877-842-3210.

Credentialing: We credential physicians and other health care professionals who seek to participate in our network and get listed in our Provider Directory, and re-credential them at least every 36 months thereafter to maintain and improve the quality of care and services delivered to our members. Credentialed is not the same as contracted.

Credentialing application: Check on your application status by calling the United Voice Portal at 877-842-3210. Say or enter your TIN, respond to the prompts as follows: Other Professional Services > Credentialing > Medical > Get Status.

Reimbursement Policies: UnitedHealthcare reimbursement policies are available online at:

- UHCprovider.com > Policies and Protocols > Commercial Policies > [Commercial Reimbursement Policies](#)
- UHCprovider.com > Policies and Protocols > Medicare Advantage Policies > [Medicare Advantage Reimbursement Policies](#)
- UHCcommunityplan.com > select your state > Reimbursement Policies

Reimbursement policies may be referred to in your agreement with us as “payment policies.”

Timely Filing Guidelines

Contracted care providers should refer to your contract for timely filing limit information. The following table lists the types of non-contracted care providers and their timely filing reference:

Type of Non-Contracted Care Provider	Timely Filing Reference
Commercial	Your state’s statutory requirements
Medicaid	Your state’s Medicaid requirements
Medicare	Centers for Medicare & Medicaid Services guidelines at cms.gov

You may call the Provider Call Center or your Provider Advocate about timely filing guidelines.

Premium Designation The UnitedHealth Premium® physician designation program uses clinical information from health care claims and other sources to assist your continuous practice improvement and help consumers make more informed and personally appropriate medical care choices. For more information (including the measures, measurement methodology and how we use the results), - go to UHCprovider.com/premium or call our toll-free number at 866-270-5588.

Patient Education contains commercial member information about choosing a doctor, checking pharmacy benefits, managing costs and much more at uhc.com > Individuals and Families > Member Resources. You may also access resources to assist your patients at UHCprovider.com/patient. Your patients may access information about their health coverage and benefits at myuhc.com.



ID Cards

See member ID cards when you verify eligibility using the eligibility application on [Link](#).



Specialty Pharmacy Program

Specialty Pharmacy Program provides focused support to help better manage rare and complex chronic conditions. Find details about the Specialty Pharmacy Program online at: UHCprovider.com/specialtyRx.