

# UnitedHealthcare Provider Portal

## Online service platform for health care professionals

The UnitedHealthcare Provider Portal allows you to quickly get the answers you need to claims information like status updates, reconsiderations and appeals, so you can save valuable time and get better documentation and visibility. You can also submit prior authorization requests, check eligibility and benefits information and access items in Document Library – all at no cost to you and without having to make a phone call.

You'll be able to access the portal with your One Healthcare ID. If you don't have a One Healthcare ID or access to the portal, you can find registration information at [UHCprovider.com/access](https://UHCprovider.com/access).



### Stay in the know

Learn how you can check eligibility and benefits, manage prescription coverage, claim costs, referral requests and more.

Eligibility and benefits .....	2
Estimate cost of care .....	2
Prescriptions .....	2
Referrals .....	2
Prior authorization and notification .....	3
TrackIt .....	3
Claim and prior authorization letters, provider remittance advice and reports .....	3
Submit a claim .....	4
Look up a claim .....	4
View or print remittance advice .....	4
Electronic payment solutions .....	5
ACH/direct deposit via Optum Pay .....	5
Virtual card payment .....	5
Look up fee schedules .....	5
Patient health records .....	6
Premium program .....	6
Register, add, change, deactivate users all in the UnitedHealthcare Provider Portal .....	6
Turn off mail delivery .....	7
Make demographic updates .....	7
Health care professional education and training .....	7

## Eligibility and benefits

Use the Eligibility & Benefits tool to:

- Check eligibility and benefit details, including:
  - Copay, coinsurance and deductible amounts
  - Referral and prior authorization requirements
  - Care provider’s network status for most plans
- View or print a member’s digital ID card
- Get therapy accumulator information for most UnitedHealthcare commercial members
- Generate a digital reference number

More information: Go to [UHCprovider.com/eligibilitytool](https://UHCprovider.com/eligibilitytool)

## Estimate cost of care

Use the UnitedHealthcare Claim Estimator tool to view a reimbursement estimate for a commercial claim and share the estimated cost of a procedure with your patient before treatment.

More information: Go to [UHCprovider.com/portal](https://UHCprovider.com/portal)

## Prescriptions

Use PreCheck MyScript® to:

- Check prescription coverage and out-of-pocket costs at the member’s pharmacy
- Get information on lower-cost prescription alternatives, if available, to help save members money
- See which prescriptions require prior authorization or are non-covered or non-preferred
- Request prior authorization and receive status and results

More information: Go to [UHCprovider.com/pcms](https://UHCprovider.com/pcms)

## Referrals

Use the Referrals tool to:

- Find out if a referral is needed for your patient
- Submit a referral request and receive a confirmation number
- Check the status of a referral request
- View, print or save confirmation numbers and timelines for submitted referrals

More information: Go to [UHCprovider.com/referralstool](https://UHCprovider.com/referralstool)

## Prior authorization and notification

Use prior authorization and notification to:

- Determine requirements using the procedure code and plan type
- Submit or check the status of notification and prior authorization requests
- Get real-time authorization approvals for some requests
- Upload clinical notes, medical records or images to a request
- Provide pertinent clinical information, which may allow for quicker decisions and improved efficiency
- Access prior authorization letters in Document Library

More information: Go to [UHCprovider.com/paan](https://UHCprovider.com/paan)

## TrackIt

Use TrackIt to see your work at a glance and take action:

- Check and take action on your most recent updated Smart Edits, referrals, pended claims, reconsiderations and appeals
- Check and take action on prior authorizations that require additional information to be completed, cases still under review and closed cases
- Sign up to get emails about your submissions
- Flag your claims for easy access

More information: Go to [UHCprovider.com/trackit](https://UHCprovider.com/trackit)



## Document Library for letters, documents and reports

### Claim and prior authorization letters, provider remittance advice and reports

Use Document Library to:

- View and print documents
- Download letters and provider remittance advice (PRAs) up to 24 months
- Identify folders easily and quickly view all files with the new layout
- See only the information you want with customizable views
- Use bulk action to manage multiple documents at once to save time
- Find documents fast with a quick or advanced search
- Sort by date to see your most recently added documents
- Mark letters and documents as read/unread with the indicator icon

*If you'd like to stop receiving these letters in the mail, see the Paperless Delivery Options tool. Most of these documents are added to Document Library after the mail option is turned off. For some letter types, paperless delivery is automatic.*

*Some letter types may not be accessible in Document Library for all health plans.*

More information: Go to [UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary)



## Claims submission and status

### Submit a claim

Use the Claims Submission tool to:

- Submit professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members
- Easily see which fields are required. The highlighted fields will update based on the information you enter.
- View on-screen messages that allow you to correct certain errors before you hit submit
- Eliminate paper, postage and mail time

More information: Go to [UHCprovider.com/portal](https://UHCprovider.com/portal)

### Look up a claim

Use the Claims tool to:

- View claims status
- Access letters, remittance advice documents and reimbursement policies through Document Library
- Submit additional information requested on pended claims
- Flag claims for future viewing
- Submit claim reconsideration requests or appeals
- Generate a digital reference number
- Receive instant downloadable confirmation for your submissions

More information: Go to [UHCprovider.com/claimstool](https://UHCprovider.com/claimstool)

Use **Claim Research Project** to submit a reconsideration request for multiple claims with the same denial reason or issue. *Not applicable for UnitedHealthcare West claims.*

More information: Go to [UHCprovider.com/claims](https://UHCprovider.com/claims)

Use **Optum Intelligent electronic data interchange (EDI)** to submit multi-payer transactions online or through a clearinghouse for commercial, Medicare and UnitedHealthcare Community Plan members. Using EDI allows payers and health care professionals to send and receive information faster, often at a lower cost.

*Excludes Harvard Pilgrim, The Alliance and NDC Home Infusion Specialty Pharmacy Claims. Charges apply for an all-payer solution. For more information, go to [UHCprovider.com/ediconnect](https://UHCprovider.com/ediconnect).*



## Payments and provider remittance advice

### View or print remittance advice

Use UnitedHealthcare Search PRA to search, view or print provider remittance advice (PRA) by tax ID number (TIN) and payment number or TIN, status and date.

More information: Go to [UHCprovider.com/claims](https://UHCprovider.com/claims)

## Electronic payment solutions

### Paperless options available

UnitedHealthcare is transitioning from paper checks to electronic payments. We will no longer be sending paper checks for provider payment in accordance with applicable laws.\*

As part of those efforts, we are encouraging you to sign up for electronic payments. The preferred electronic payment method is Automated Clearing House (ACH)/direct deposit through Optum Pay™. If you don't elect to sign up for direct deposit, you may receive virtual card payments moving forward.

More information: Go to [UHCprovider.com/payment](https://UHCprovider.com/payment)

### ACH/direct deposit via Optum Pay

Optum Pay is a fully integrated, full-service payment and remittance advice solution for all sizes and types of health care professionals. Optum Pay services are administered through Optum Financial. Services are also available to non-medical entities, including billing services, and can easily integrate with practice management systems.

Optum Pay offers you a choice of basic level features to manage your payments at no charge and a premium level version with expanded features for a monthly fee. Enroll in Optum Pay to:

- Reconcile claims, access data and view reports
- View or print remittance advice and payment information (paper is no longer mailed)
- Get electronic remittance advice (ERA)/835 files by free download or clearinghouse connection

More information: Go to [UHCprovider.com/optumpay](https://UHCprovider.com/optumpay)

### Virtual card payment

Virtual card payment is an alternative electronic payment method that uses merchant card-based technology to process health care claim payments. Where selected, a 16-digit, single-use virtual card will be issued for each claim payment a health care professional organization receives. The virtual card is not an actual hard plastic card. An image of the card prints on the virtual card statement with all the information necessary to process the payment.

If you don't enroll in ACH/direct deposit, in most instances you will receive a virtual card payment from Optum Pay instead of a paper check from UnitedHealthcare. You will continue to have the option to enroll in ACH/direct deposit even after receiving a virtual card payment. However, ACH/direct deposit will be for future payments and cannot be applied to payments previously made.

More information: Go to [UHCprovider.com/payment](https://UHCprovider.com/payment) > Virtual Card Statement and Processing Instructions.

\* Optum Pay is available for UnitedHealthcare Commercial, UnitedHealthcare Medicare Solutions, UnitedHealthcare Oxford and UnitedHealthcare Community Plan. In Colorado, Georgia and New Jersey, if you do not consent to receive a virtual card payment and you don't want to set up direct deposit, call 877-548-0460 to receive a paper check. If you are an out-of-network provider in Florida, New Mexico, New York or Oregon, and you do not consent to a virtual card payment or you don't have direct deposit, call 877-548-0460 to receive a paper check.

### Look up fee schedules

Use **Fee Schedule Lookup** to view contracted rates for CPT® and Healthcare Common Procedure Coding System (HCPCS) codes for commercial and some Community Plan states. Available for participating health care professionals only. Fees are not available for revenue codes, anesthesia codes, dental HCPCS or United Behavioral Health plans.

More information: Go to [UHCprovider.com/claims](https://UHCprovider.com/claims)



## Clinical tools

### Patient health records

Use Individual Health Record (IHR) to view a unified record of your patients' health history, including lab results and prescribed medications, based on claims submissions, enabling a person and their care team to help improve collaboration and care.

More information: Go to [UHCprovider.com/ihr](https://UHCprovider.com/ihr)

### Premium program

The UnitedHealth Premium® program provides physician designations based on quality and cost-efficiency criteria to help members make more informed choices for their medical care. Use UnitedHealth Premium to view evaluation details for your physician or group in the program.

More information: Go to [UHCprovider.com/premium](https://UHCprovider.com/premium)



## Managing information and access in the portal

### Register, add, change, deactivate users all in the UnitedHealthcare Provider Portal

Once you're completely registered with the portal, there are 3 distinct roles a user can have to make changes to access and/or view information: Primary Access Administrator, Administrator and Standard User.

**Standard Users** can:

- Self-register for portal access and are approved by the Primary Access Administrator or an Administrator
- Have an unlimited number of Standard Users in an organization
- Sign up to have their own One Healthcare ID and password

View the capabilities available on the portal that are related to the Job Function and Portal Access selected during registration.

**Administrators** can:

- Add, remove and manage other Administrators and Standard Users
- Assign roles to Administrators and Standard Users to determine which tools the user can access
- Assign profiles to Administrators and Standard Users to determine which TINs, specialties and physicians/facilities the user can access
- Have an unlimited number of Administrators within their organization

**Primary Access Administrators** can do everything an administrator can do plus:

- Register for the portal first, there's only 1 Primary Access Administrator per organization
- Grant 3rd Party Access, which allows users to have a single One Healthcare ID for all the TINs they need to access
- Download a report of users and their access

Primary Access Administrators and Administrators can manage the previous information in the portal by signing in and going to Practice Management in the upper menu and selecting the drop-down menu.

More information: Go to [UHCprovider.com/access](https://UHCprovider.com/access)

## Turn off mail delivery

Use Paperless Delivery Options to:

- Turn off paper delivery of some or all the letters in Document Library and set up email notifications
- Get daily email notifications when new letters are available
- Specify different email addresses for each type of letter

*Available for Primary Access Administrators only.*

More information: Go to [UHCprovider.com/paperless](https://UHCprovider.com/paperless)

## Make demographic updates

Use My Practice Profile to:

- View, update and attest to demographic and location data for your practice
- View contracted UnitedHealthcare plans for health care professionals

*Not yet available to all facilities and ancillary organizations*

More information: Go to [UHCprovider.com/mpp](https://UHCprovider.com/mpp)



## Getting training and support

### Health care professional education and training

Need a more in-depth understanding of our offerings? We provide a full range of training resources including interactive self-paced courses, guides and instructor-led sessions. Training content is organized by categories to make it easier to find what you need.

More information: Go to [UHCprovider.com/training](https://UHCprovider.com/training)



### We're here to help

If you have questions about using any of the tools above, please contact UnitedHealthcare Web Support at [providertechsupport@uhc.com](mailto:providertechsupport@uhc.com) or **866-842-3278, option 1**, 7 a.m. – 9 p.m. CT, Monday – Friday. For more information, visit [UHCprovider.com/portal](https://UHCprovider.com/portal).