

Where to find tools on the UnitedHealthcare Provider Portal

Quick reference guide

With the UnitedHealthcare Provider Portal, you can find everything you need and customize various features right on the main page. Here's a description of the tools in the portal and where to find them.

Access Management

Allows Primary Access Administrators (PAA) and Administrators to add, change or deactivate users' access to the UnitedHealthcare Provider Portal. Each practice or organization has 1 designated PAA, but can have multiple ID Administrators and Standard Users.

Practice Management

All Savers Alternate Funding

Payer self-service portal for specific health plans, entities or segments.

Additional Tools

AARP® Provider Online Tool

Provides easy access to verify patient eligibility and benefits, check status on submitted claims and view payments and explanation of benefit details.

Additional Tools

Bind

Get direct access to the Bind portal to view eligibility and benefits or check status on submitted claims.

Additional Tools

Care Conductor and Notification of Pregnancy

Connects utilization management with case, disease and health and wellness management functions across the continuum of care.

Clinical & Pharmacy

CAQH ProView™

Free to health care professionals, provides a simple online process, allows for sharing and maintaining information collected for credentialing.

Practice Management

Claims Research Project

Allows health care professionals to submit 20 or more claims at a time for reconsideration.

Claims & Payments

CoverMyMeds®

Free for prescribers and their staff and provides paperless prescription prior authorization submissions for multiple payers.

Clinical & Pharmacy

DentalXchange

Connects dental practices to insurance companies.

Additional Tools

Direct Connect

Collaboration and communication platform to reconcile and resolve overpayments and underpayments.

Claims & Payments

Document Library

Find most claim, prior authorization, payment (including overpayment and appeal) letters and reports.

Documents & Reporting

Eligibility & Benefits

Check coverage dates, policy information, detailed benefits information and get a copy of the digital ID card.

Eligibility

Fee Schedule Lookup

Allows participating commercial plan health care professionals to look up contracted rates for CPT® and HCPCS codes for a specific physician/health care professional name and product.

Claims & Payments

Healthcare Business Management Association (HBMA) Find a Medical Biller

Helps identify medical billing companies in their local area by specialty and certification. The icon directs users into the program to access the information.

Claims & Payments

Health Plan of Nevada

Payer self-service portal for specific health plans, entity or segment for all product lines.

Additional Tools

Hospital Performance-Based Compensation Reports

An incentive program that rewards health care professionals for performance against specific quality and efficiency measures.

Documents & Reporting

Individual Health Record

Provides health care professionals and health plan administrators with a view of all patient clinical and health plan-related medical information at a patient level in an aggregated consumable format.

Clinical & Pharmacy

InstaMed® Payments

Ability for health care professionals to receive patient payments deposited directly into their bank account for free.

Claims & Payments

Look Up a Claim

Check claim status and payment information, submit reconsiderations, attach documentation to claims and/or appeal decisions made on claims.

Claims & Payments

Medical Billing Education

Educational webinars dedicated to expanding revenue cycle management knowledge.

Training & Support

My Practice Profile

View, update and attest that the demographic information UnitedHealthcare members see for your organization is accurate.

Practice Management

Office Ally

Suite of web-based solutions, allowing for patient care from the point of contact in the physician's office.

Claims & Payments

Onboard Pro

Allows health care professionals to submit requests for participation with the UnitedHealthcare network and provides assistance through the credentialing and contracting process.

Practice Management

Optum® Behavioral Provider Express Portal

Featured website for behavioral health care professionals working with individuals whose benefits are administered by Optum.

Additional Tools

Optum Intelligent Electronic Data Interchange (EDI)

Delivers in-stream capabilities to improve claims integrity from first submission to final payer response.

Additional Tools

Optum Pay™

Helps practices efficiently reconcile and manage claims payment and remittance data.

Claims & Payments

Optum Physical Health

Provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and other self-service capabilities and time-saving tools.

Additional Tools

Optum VA Community Care Network

Optum VA Community Care Network provider portal contains training, guides, news announcements and documents.

Additional Tools

Paperless Delivery Options

Allows Primary Access Administrators to turn off the delivery of paper copies in the mail and sign up for electronic delivery of clinical-related documents through Document Library.

Practice Management

Patterns of Care

Provides insights to reduce costs and improve quality by leveraging the physicians in a health care professional's community. This program includes the analytics needed to identify the high-performing and low-performing primary care providers (PCPs) that serve members.

Clinical & Pharmacy

Physician Performance & Reporting

Offers quality and cost-efficiency benchmarks and patient-specific information to deliver the best possible clinical care while empowering health care professionals to meet personal and professional goals.

Documents & Reporting

Practice Assist

A convenient online tool that helps you identify and address open care opportunities for your patients.

Clinical & Pharmacy

PreCheck MyScript®

Pricing tool for drugs based on patient's plan, drug and quantity that provides preferred alternatives for prescribed drugs and allows health care professionals to submit an electronic prior authorization (ePA).

Clinical & Pharmacy

Prior Authorization and Notification (PAAN)

Check prior authorization requirements, submit new medical prior authorizations and inpatient admission notifications, check the status of a request and submit case updates such as uploading required clinical documentation.

Prior Authorizations

Profile & Settings

Manage account information, organization and tax ID access, communication preferences and account settings.

User ID

RC Claim Assist (RCCA)

RCCA Lite is a self-service website for physicians and health care professionals to search for medical pharmaceuticals by drug name, HCPCS/CPT® codes or NDC to determine the appropriate HCPCS/CPT drug code to NDC relationship.

Claims & Payments

Referrals

Submit new referral requests and check the status of referral submissions for members with plan level referral requirements.

Referrals

Secure Messenger Clinical Data Submission

Simple process for submitting clinical data to UnitedHealthcare in partnership to meet HEDIS® and Medicare STAR quality standards.

Clinical & Pharmacy

Spectera® Vision Providers

Payer self-service portal for specific health plans, entity or segment.

Additional Tools

Submit a Claim

Submit professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members and track the process through the claim life cycle.

Claims & Payments

Test Registry

A repository of all the laboratory test definitions, covering genetics, clinical and pathology. These test definitions are provided and maintained by laboratories.

Clinical & Pharmacy

TrackIt

View at the tax ID number (TIN) level your work that requires action, including referrals, prior authorizations, pended claims, reconsiderations and appeals.

Located in the upper menu

UnitedHealthcare Claim Estimator

Receive professional claim pre-determinations, estimate claim reimbursement, share estimates with a patient before treatment and improve claim submission accuracy to reduce future claim denials.

Claims & Payments

UnitedHealthcare CommunityCare

Web-based care management system that provides access to population-wide clinical analytics and risk stratification results, patient-specific care records and gaps in care results.

Clinical & Pharmacy

UnitedHealthcare Dental

Access to dental eligibility and benefits, claims, electronic payments and statements and more.

Additional Tools

UnitedHealthcare Dental – Community & State and Dual Special Needs Plan (D-SNP)

Payer self-service portal for specific health plans, entities or segments.

Additional Tools

UnitedHealthcare Facility Practice Profile

Allows facilities to submit demographic updates online.

Practice Management

UnitedHealthcare Global

Provides U.S. network access and claims processing services to insurers, administrators, assistance providers, government groups and employers who cover individuals who receive medical care while in the U.S.

Additional Tools

UnitedHealthcare Insights

Provides a high-level view of health care professional operational performance metrics. Strategic UnitedHealthcare partners can analyze the data and make insight-based decisions based on various claim and operational metrics.

Documents & Reporting

UnitedHealth One

Provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and many other self-service capabilities and time-saving tools.

Additional Tools

UnitedHealthcare OneNet PPO Pricing

OneNet PPO is a network that is leased by insurance carriers, third-party administrators, workers, compensation insurers and administrators and self-funded groups.

Claims & Payments

UnitedHealth Premium® Program

Provides physician designations based on quality and cost-efficiency criteria to help members make more informed and personally appropriate choices for their medical care.

Additional Tools

UnitedHealthcare Reports

View capitation, ECap capitation, claim, quality and provider roster/profile reports.

Documents & Reporting

Single Search PRA

Formerly known as single EOB, search, view and/or print provider remittance advice (PRA) documents.

Claims & Payments

UnitedHealthcare West Reports

View and download UnitedHealthcare West reports and data files.

Documents & Reporting

UMR

UMR.com self-service portal provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and other self-service capabilities and time-saving tools.

*Additional
Tools*

Virtual Health/Helios®

Access care management documents (e.g., care plans, assessments) and send messages to UnitedHealthcare Care Management staff on member-specific needs.

*Clinical &
Pharmacy*



Get ready to go digital

We're committed to making it easier for you to work with us by reducing the time it takes for you to perform claim and clinical activities, and shrinking our carbon footprint in the process. That's why over the next several years, UnitedHealthcare is transitioning from paper to electronic transactions, whenever possible.

We encourage you to review the resources below and start using our digital solutions.

- For the most up-to-date information on our digital initiatives and solutions, go to **UHCprovider.com/digital**
- For the best user experience with our online services, make sure you're using a **compatible web browser**
- To determine which digital solution might be right for your organization, check out our **Digital solutions comparison guide**
- For additional education and training, visit **UHCprovider.com/training**

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