

Provider self-service

Resource guide

Please use this guide to see who to contact and what resources to use when you have questions or need help with claims, contracts, credentialing and more.

Topic	Resource team/details	Contact info/website
UnitedHealthcare Provider Portal	As we continue to upgrade our digital services, we've introduced a better system to help you do business with us. The new UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility. The UnitedHealthcare Provider Portal has replaced Link.	You can access the portal using your One Healthcare ID. New users can register at UHCprovider.com/newuser . Sign in at UHCprovider.com > Sign In
Center of Excellence for complex medical conditions	<ul style="list-style-type: none"> • Bariatric resource services (BRS) • Cancer resource services (CRS) • Cancer support program (CSP) • Congenital heart disease resource services (CHDRS) • Neonatal resource services (NRS) • Fertility solutions • Spine and joint solutions (SJS) • Transplant resource services (TRS) 	Online: uhc.com/centers-of-excellence Email: cmc.customer.service@optum.com
Claims, billing and payments	Assistance with claims, billing and payments	Online: UHCprovider.com/claims Phone: 877-842-3210
General contract information	Network Management Resource Team (NMRT) Include your tax ID number (TIN) and group name	Online: UHCprovider.com/contactus Email: networkhelp@uhc.com
Credentialing (Non-delegated providers)	Questions or issues related to credentialing, including status updates	Online: UHCprovider.com/join Phone: 877-842-3210
Disclosure statements	If you need to submit a disclosure statement	Email: uhc_disclosures@uhc.com
Optum Behavioral Health	All behavioral health inquiries	Online: providerexpress.com Phone: 877-614-0484

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Optum Physical Health (Chiropractic, physical therapy, occupational therapy, speech-language pathology, acupuncture)	If you need help with chiropractic, physical therapy, occupational therapy, speech therapy or acupuncture	Email: network_physicalhealth@optum.com Credentialing email: cred_ohcs@optum.com Chat: myoptumhealthphysicalhealth.com Phone: 800-873-4575
Non-delegated provider additions, terminations and changes	Provider data operations	Online: Use My Practice Profile at UHCprovider.com/mpp Or, send detailed information about the change and the effective date on your letterhead to hpdemo@uhc.com
Delegated provider additions, terminations and changes	Provider data operations	West region email: pacific_delprov@uhc.com Central region email: delprov@uhc.com
Provider relations	Finding your Provider Advocate	Online: UHCprovider.com/contactus
Roster managed delegated groups	All changes and updates	Email: national_roster_management@uhc.com
Training	If you'd like to sign up for training or need technical assistance. You can register for instructor-led sessions on a number of topics.	Register for instructor-led sessions on a number of topics. Online: UHCprovider.com/training If you need technical help: Email: providertechsupport@uhc.com Phone: 866-842-3278 + option 3 8 a.m.–10 p.m. CT, Monday–Friday
UnitedHealthcare Dental	All dental inquiries	Online: dbp.optum.com Phone: 800-822-5353
UnitedHealthcare Vision	All vision inquiries	Phone: 800-638-3120
Self-service tools	If you have questions or need assistance with self-service tools on the UnitedHealthcare Provider Portal	Online: UHCprovider.com/portal Phone: 866-842-3278 + option 1 UnitedHealthcare Connectivity Help Desk 7 a.m.–9 p.m. CT, Monday–Friday



We're here to help

If you have additional questions, call Provider Services at **877-842-3210**. Representatives are available weekdays from 8 a.m.–5 p.m. ET (except state-designated holidays). Please note it may take us up to 30 days to process your request.