



AAHAM Fall Conference 2022








United
Healthcare

Provider Resource Guide

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	QR code
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	Commercial and Medicare Provider Services: 877-842-3210 KS Community Plan Provider Services: 877-542-9235 Online: UHCprovider.com/claims	
General contact 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	

QR Code for main page of website:
UHCprovider.com



PCA-2-22-01386-C&S-FLYR_KSL_04282022



Topic	Resource team/details	Contact info/website	QR code
Optum Physical Health (DC/PT/OT/SLP/LAC)	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/OurNetwork/ContactUs/NetworkContact/FindSupport Email: CentralPRTeam@uhc.com	
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: providerchsupport@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	

QR Code for main page of website:
UHCprovider.com



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.

PCA-2-22-01386-C&S-FLYR_KSL_04282022
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UHC Network News

[News | UHCprovider.com](#) - Important news updates for health care professionals

[September monthly overview | UHCprovider.com](#) The monthly publication features important protocol and policy updates, as well as useful administrative information and clinical resources for providers, practice managers, facilities and hospitals.

Find the latest updates on

- Policy and protocol
- Medical policy
- Reimbursement policy
- Prior authorization



UHC Community Plan Webinars

UHC Community Plan is hosting Monthly Webinars. Dates, Topics & registration links below:

9/28/22 [September Registration Link](#)

Dr. Fedderson, Chief Medical Officer – Social Determinants of Health and Barb Palmer, Director of Medical Clinical Operations – EPSDT

10/19/22 [October Registration Link](#)

Ty Callahan, Associate Director – Coordinating Care with Behavioral Health Professionals and Kim Manning, Director – 2023 DSNP Benefits

11/16/22 [November Registration Link](#)

Topic TBD

12/14/22 [December Registration Link](#)

Topic TBD



Virtual Provider Information Expos

Save the date!

UHC Virtual PIE will offer 2 days of updates. Invitations will be coming out to all providers for the following:



Tuesday, October 11th

8:30 am – 12:00 pm

8:30 am – 8:35 am	Welcome – Provider Advocate Team
8:35 am – 9:05 am	Chart Connection Program
9:05 am – 9:35 am	Payment Integrity
9:35 am – 10:05 am	Smart Edits
10:05 am – 10:35 am	Digital Solutions
10:35 am – 11:05 am	Surest/Bind
11:05 am – 11:35 am	Paperless Delivery
11:35 am – 12:00 pm	Optum Behavioral Health

1:00 pm – 3:00 pm

1:00 pm – 2:05 pm	Medicare Advantage
2:05 pm – 2:35 pm	UHC Community Plan Updates
2:35 pm – 2:45 pm	Break
2:45 pm – 3:15 pm	POCA

Thursday, October 13th

9:00 am – 11:00 am

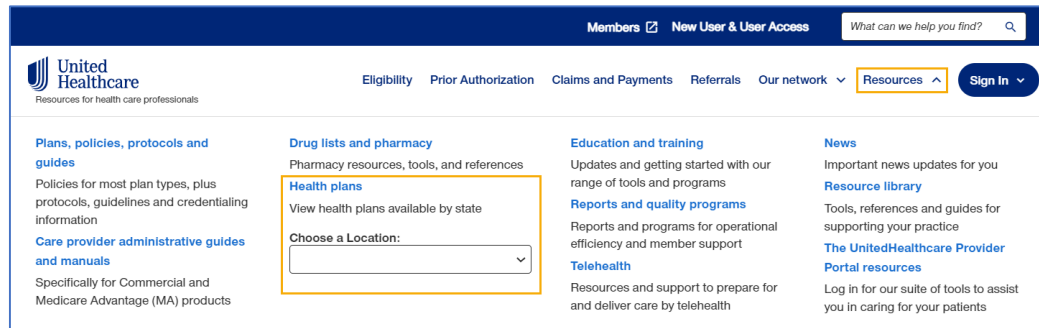
9:00 am – 10:05 am	Medicare Advantage
10:05 am – 10:35 am	UHC Community Plan Updates
10:35 am – 11:05 am	POCA

1:00 pm – 4:30 pm

1:00 pm – 1:05 pm	Welcome – Provider Advocate Team
1:05 pm – 1:35 pm	Chart Connection Program
1:35 pm – 2:05 pm	Payment Integrity
2:05 pm – 2:35 pm	Smart Edits
2:35 pm – 3:05 pm	Digital Solutions
3:05 pm – 3:35 pm	Surest/Bind
3:35 pm – 4:05 pm	Paperless Delivery
4:05 pm – 4:30 pm	Optum Behavioral Health

If you want to make sure you receive an invite, please send an email to tonya_yale@uhc.com.

UnitedHealthcare Products



On UHCprovider.com you can access a list of health plans by state.

Select the Resources menu from the top and then choose your state under the Health Plan section.

Once on the page, you can view offered plan information for each line of business.

Nebraska Health Plans

UnitedHealthcare provides a range of health care alternatives designed to meet the needs of our members. With our broad network of contracted care providers, health care services come from local physicians and hospitals that many plan members know and trust. Not all health care providers in a given state participate in all plans.

Commercial

[View Offered Plan Information](#)

Medicaid (Community Plan)

[View Offered Plan Information](#)

Medicare

[View Offered Plan Information](#)

Nebraska Medicare Advantage Health Plans

- Nebraska AARP® Medicare Advantage Plans
- Nebraska Dual Complete® Special Needs Plans
- Nebraska Group Medicare Advantage Plans
- Nebraska MedicareDirect (PFFS)

2022 Medicare Advantage Quick Reference Guide – Nebraska POS, PPO Plans

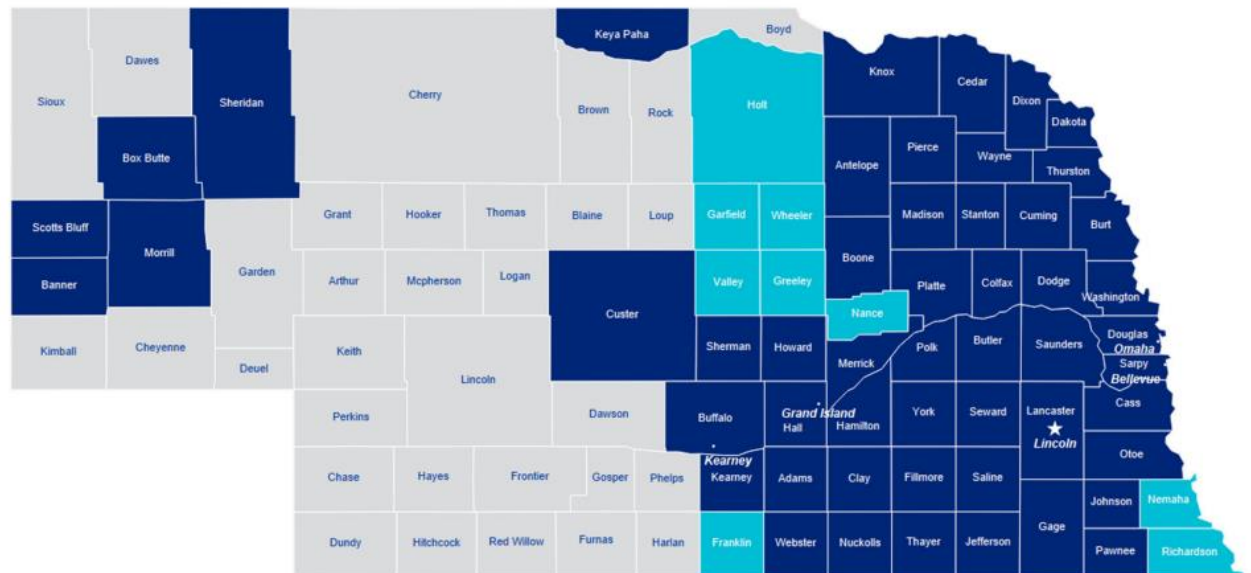
[View the Quick Reference Guide](#)

● Current Footprint

Adams, Antelope, Banner, Boone, Box Butte, Buffalo, Burt, Butler, Cass, Cedar, Clay, Colfax, Cuming, Custer, Dakota, Dixon, Dodge, Douglas, Fillmore, Gage, Hall, Hamilton, Howard, Jefferson, Johnson, Kearney, Keya Paha, Knox, Lancaster, Madison, Merrick, Morrill, Nuckolls, Otoe, Pawnee, Pierce, Platte, Polk, Saline, Sarpy, Saunders, Scotts Bluff, Seward, Sheridan, Sherman, Stanton, Thayer, Thurston, Washington, Wayne, Webster, York

● Expansion Footprint

Franklin, Garfield, Greeley, Holt, Nance, Nemaha, Richardson, Valley, Wheeler





Surest, formerly Bind




Surest, a UnitedHealthcare company, administers a health plan without a deductible or coinsurance. Members have access to the nationwide UnitedHealthcare and Optum Behavioral Health networks and can check costs and care options in advance.

To help you work with Surest plan members and claims, please visit surest.com/providers

[Surest Health Plan Information for Providers | UHCprovider.com](https://surest.com/providers)





Group **12345678**

Subscriber	ID number
Mia Swenson	123456789123
Dependents	
Ty Swenson	123456789124
Benjamin Swenson	123456789125
Bella Swenson	123456789126

Optum Rx[®]	
RX BIN	6120279
RX PCN	9999
RX GRP	XXXX
Copay	Variable
RX ID	56789123


Deductible \$0	
Out-of-pocket maximum	
Individual	Family
In-network	\$4,000 \$8,000
Out-of-network	\$8,000 \$16,000

Service type	Medical, Rx
Care type	Personalized health plan
Access costs	Benefits.Surest.com
Member Services	1-833-997-1085

Claims

Surest
Payer ID **25463**
Surest
P.O. Box 211758
Eagan, MN 55121
Claims will only be accepted at the above Payer ID or address.

Networks

UnitedHealthcare[®]
Choice Plus Net work
Provider Portal
uhss.umar.com
Provider Help/ Eligibility
1-844-368-6661
PreCert
1-877-237-0006


Pharmacy

Optum Rx[®]
Bin 1234567
PCN 1234
Rx Group 12345678
PBM Claims
Anywhere, ST
123445-6789
Policy Number:
12345678
Pharmacies/ Prescribers
1-888-999-9999

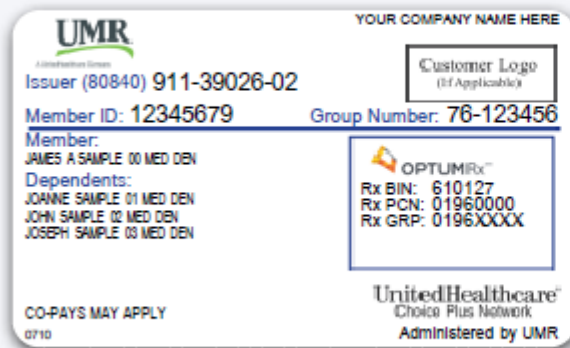
This card does not guarantee coverage.

Who is UMR?



UMR is an affiliate of UnitedHealthcare and is not an insurance company. UMR is a third-party administrator (TPA) and is hired by employer groups (customers) to administer and process the plan benefits determined by the customer group. Self-funded employer groups (customers) fund their claims. TPAs allow for greater flexibility with benefit administration, as well as access to a number of provider networks that fit the needs of the customer. That said, no two customer plans are alike. UMR maintains a separate claims platform with dedicated customer service for our customers.

UMR ID CARD



FRONT



BACK

UMR Resources

[How to contact UMR - 2022 Administrative Guide | UHCprovider.com](#)

Attached PDFs

- UMR FAQ
- UMR Provider Online Services
- UMR Provider Online Appeal Tool
- UMR Got a minute?
- UMR Online Document Submission
- UMR Provider Remittance Advice

Delivery Methods



How to contact UMR - 2022 UnitedHealthcare Administrative Guide

Expand All Ⓢ

Claims, benefits, and eligibility



Appeals (Pre-Service)



Reconsiderations and appeals (Post-Service)



Electronic Data Interchange (EDI)



Forms



Prior Authorization



Pre-Determination



Overpayment/Refund



Pharmacy or Specialty Pharmacy



Online Technical Support for umr.com



Medical record submission



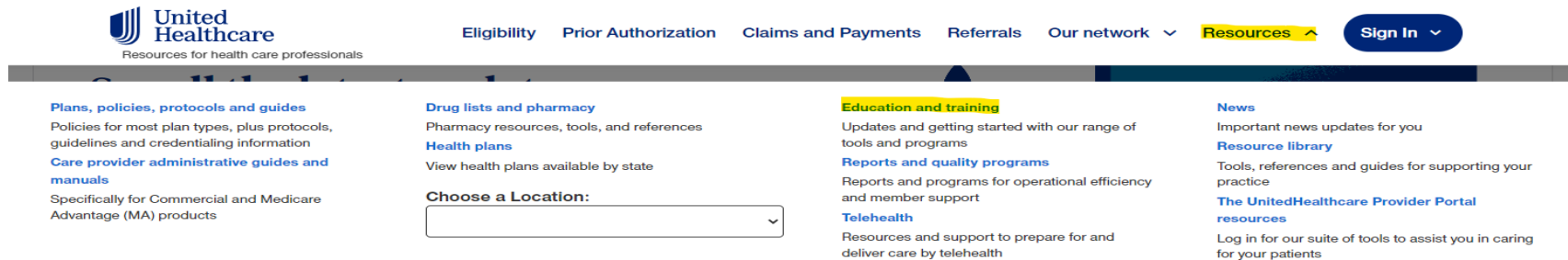
UnitedHealthcare provider pricing and participation disputes



Electronic Funds Transfer (EFT) vendors



Digital Solutions Training & Education



The screenshot shows the UnitedHealthcare website for health care professionals. The header includes the UnitedHealthcare logo, navigation links (Eligibility, Prior Authorization, Claims and Payments, Referrals, Our network, Resources), and a Sign In button. The main content area is divided into four columns: Plans, policies, protocols and guides; Drug lists and pharmacy; Education and training; and News. Each column contains links to various resources and a 'Choose a Location' dropdown menu.

UnitedHealthcare
Resources for health care professionals

Eligibility Prior Authorization Claims and Payments Referrals Our network Resources Sign In

Plans, policies, protocols and guides
Policies for most plan types, plus protocols, guidelines and credentialing information
[Care provider administrative guides and manuals](#)
Specifically for Commercial and Medicare Advantage (MA) products

Drug lists and pharmacy
Pharmacy resources, tools, and references
[Health plans](#)
View health plans available by state
Choose a Location:

Education and training
Updates and getting started with our range of tools and programs
[Reports and quality programs](#)
Reports and programs for operational efficiency and member support
[Telehealth](#)
Resources and support to prepare for and deliver care by telehealth

News
Important news updates for you
[Resource library](#)
Tools, references and guides for supporting your practice
[The UnitedHealthcare Provider Portal resources](#)
Log in for our suite of tools to assist you in caring for your patients



[Digital Solutions | UHCprovider.com](#)

- Interactive guides to Learn how you can save time, get better documentation and reduce paper by using our online self-service tools.



[Instructor-Led Learning Events | UHCprovider.com](#)

- Register for an instructor-led session to learn how to use the digital solutions available on the Provider Portal.

Self-service simplified

Our secure portal is your gateway to UnitedHealthcare's online tools.

[UnitedHealthcare Provider Portal Resources | UHCprovider.com](#)

With the portal, you can:

- Check eligibility and benefits, and view your participation status
- Manage referrals, prior authorizations and notifications
- Manage claims, appeals and reconsiderations
- Get real-time prescription coverage with PreCheck MyScript
- Manage your practice profile with My Practice Profile
- View documents, letters and reports available in Document Library

Portal: New look, plus more personalization

Based on your feedback, we've updated the look and feel of the portal landing page, giving you more information up front and making it easier to navigate. We've also added new features that allow you to personalize how you view details related to *your* daily work.

The screenshot shows the United Healthcare portal landing page for a user named Taylor. The top navigation bar includes tabs for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. A 'Welcome, Taylor!' message is displayed, followed by a 'Verify Eligibility & Benefits' section with search criteria and a 'Customize Tabs' button. A sidebar on the left lists the main navigation items, and a right sidebar shows 'Eligibility & Benefits Resources' and 'Quick Links & Tools'. Orange callout boxes highlight the 'Customize Tabs' button and the sidebar items.

Faster for you: Access the most common tasks using the new tabs on the left. You can also continue to use the blue menu bar at the top of the page to get to the tools you use.

Personalized to you: Based on the TINs that you're authorized to access, the portal recognizes where you're located. State-specific resources will change as you switch your view among the various health care professionals you support.

Customizable by you: Change the order of the tabs based on your preference – you can even remove the ones you don't need using Customize Tabs near the top of the page

Paperless Delivery



Medical paper remits – began 12/10/2021

- View in Document Library or through Optum Pay
-



Appeal decision letters – began 3/4/22

- Available through Document Library
-



Prior authorization and clinical decision letters – began 5/6/22

- Pre-service/prior authorization decision letters, Inpatient review letters - including concurrent, retrospective, length of stay and level of care, Extension for lack of clinical information letters, Complex care management and OrthoNet letters available in Document Library
-



Overpayment letters - began 9/9/22

- Overpayment identified, Overpayment reconsideration requests and Overpayment reconsideration response.

Paperless Solutions



Document Library

[Document Library](#)
[Interactive User Guide:](#)
[Quick Reference](#)
[\(chameleoncloud.io\)](#)

Document Library and Paperless Delivery - See how to get letters the day they are generated, access reports, and more
[Register for live event](#)



TrackIt

[TrackIt Interactive Guide](#)
[\(chameleoncloud.io\)](#)

Track-It - Find out how to track reconsiderations, pended claims, appeals and smart edits, get emails about your submissions and flag claims for easy access
[Register for live event](#)



Application Programming Interface (API)

[Introduction to Application Programming Interface \(API\)](#) [\(chameleoncloud.io\)](#)

[Application Programming Interface \(API\) Overview](#)
[\(uhcprovider.com\)](#)

For more information on API or to schedule a consultation, send us an email including your name, title, organization, email address and phone number.
[Email Us](#)

What's ahead in paperless

We are transitioning most contracted health care professionals (primary and ancillary) and facilities from paper to digital communication over the next several years.

Later this year, we'll begin to introduce digital member ID cards and the ability to submit claim attachments online through an EDI 275 transaction. And, in 2023, we will start requiring contracted health care professionals to submit most claims, reconsideration requests and appeal requests electronically.

All transitions will be announced in [Network News](#) at least 90 days before mailings end to give you time to prepare for the change. For the most up-to-date information, exclusions and full schedule, go to UHCprovider.com/digital.

[Paperless Delivery | UHCprovider.com](#)





Questions?