|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | https://image.provideremail.uhc.com/lib/fe3f11727564047d741c70/m/2/UHC_Lockup_blu_RGB_2576p.png | | | | |
| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Get to know the basics of electronic submissions**  Now that [**claim reconsiderations and appeals must be submitted electronically**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea0881a6704ceaf900855e24342f122c798cada0cd2850e850604ce52c9ccdce2575117eccc4a61b49f97ca8c8eba5a5bb9df9ca881eda5bfc08),\* we want to help make sure you have the how-to information you need to manage them with ease.  **How to submit electronically** You have 2 electronic submission options — through the **[UnitedHealthcare Provider Portal](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea08b478025ba81d5b684f4bebc4cdc1f42376f43881e969a0ff58a0beba002e5287cf7f89ccac8f45cdac40fc521de3c46df405a353db921d4a" \o "UnitedHealthcare Provider Portal)** or [**Application Programming Interface (API)**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea0862abe056e38647e658cc729817b2e390f3b7ad38ca3c46e5bc7634777ea3cc0252bcaca9e548dc582ef3d62ee0ffeb14fe490c536f12859c). See the [**Online Reconsiderations and Appeals interactive guide**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea08a35041fb6bae3850b1e4950dd682b3e37b4ce774229bb72e2aa5b500c8f833edc303e776e7e178e7b7ec2469480d218c62447ac97d563fed) for step-by-step instructions on how to submit reconsiderations and appeals electronically. | | | |
| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Tips   * Check the TrackIt Action Required bar regularly to see the status of claims, reconsideration requests and more * To take action on a specific claim in the portal, go to Claims & Payments and search for a claim. Once you’ve searched for a claim and selected Act on a Claim, a list of actions will appear (e.g., View Claim Reconsideration, File Appeal/Dispute). Based upon the current status of the claim or previously taken actions, the buttons will either be blue or grayed out. If grayed out, that specific action is unavailable.   + Please note: Available actions may vary based on the member’s plan type, provider’s participation status and regulations * If a claim(s) from your claim search results shows an “Acknowledgement” status, it hasn’t been processed. You’ll be unable to submit requests related to this claim. * Reminder: Appeal response letters are no longer mailed, but you can view and print them through the portal using Document Library | | | |
| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | https://image.provideremail.uhc.com/lib/fe3f11727564047d741c70/m/1/Icon_QMark_2C_Cir_RGB.png | | | |  | | --- | | Questions?  Please contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.   For help accessing the portal and technical issues, please contact UnitedHealthcare Web Support at [**providertechsupport@uhc.com**](mailto:providertechsupport@uhc.com?subject=) or **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday. Primary Access Administrators may also contact Web Support for help updating notification emails. | | | | | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  | | --- | --- | | |  | | --- | |  | | |
| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | \*Currently excludes: UnitedHealthcare commercial and Medicare Advantage Plans of Colorado, Pharmacy, Behavioral Health, Overpayment Reconsiderations & Appeals requests, Capitated and delegated health care professionals, All Savers, Medicare Supplement Plans, OneNet PPO, Preferred Care Network, Preferred Care Partners (delegated), Rocky Mountain Health Plan, Sierra Health & Life, Student Resources, Surest (formerly Bind), UnitedHealthcare FlexWork, UHC Global, UHC West, UMR, and UHOne/Golden Rule.  Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.  PCA-1-22-04476-PO-EM\_03132023  © 2023 United HealthCare Services, Inc. All rights reserved.  This is a message from UnitedHealthcare. You are receiving this email because you are either a registered user of [**UHCprovider.com**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea0808fed977bfde568b8decf28f42e9deeba843c7eba135e3cf22b8bfe44dafdd5447bf878643ee16c915b0d4f3adc67a9e60558cd91fade0bf) or have contracted or subscribed to receive email communications from UnitedHealthcare. We respect your right to privacy. Visit our website to read our [**Privacy Policy**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea08358173c60b967511582684feb5f464827f7bf3f7aea9da6d0814da348739c5dc44e46dfc1511a333caf12c41dc5684e2cfe398bd253fc842) and  [**Security Notice**](https://click.provideremail.uhc.com/?qs=fd2ac2be3301ea08638ec3a5e06e98d8a1d28c08ee3a1836525840404aa076abd1f3c427aa67b8f69db8f9e3062ffe8811653cdf1133616484aaef69f5fce4ec). | | | |