

United Voice Portal Toll-Free Number
(877) 842-3210

Enter Tax ID

Say or enter your Tax ID number
(all information entered is secure and confidential)

Menu Options

When prompted, make a selection by simply saying:

- Claims
- Privacy Practices
- Benefits & Eligibility
- Other Professional Services
- Care Notifications

Options for Claims

- Say 'Claim Status' to check the status of a claim
 - Enter patient's member number and
 - Enter patient's date of birth, then
 - Be prepared with the claim date of service
- Say 'Mailing Address' to obtain the claim mailing address
 - Enter patient's member number
 - Claim mailing address is given

Benefits & Eligibility

- Enter patient's member number and
- Enter patient's date of birth, then
- You will be given the benefit & eligibility information about the member number you entered

Options for Care Notifications

- To notify of an upcoming procedure, make a selection by saying
 - 'Medical'
 - 'Radiology'
 - 'Mental Health'
 - or 'Healthy Pregnancy'
 - or 'representative' for all other Notifications
- Be prepared to provide the patient's member number and date of birth
- The above selections are dependent upon the member's coverage

Privacy Practices

- Simply say 'Privacy Practices' and information will be given to you immediately

Options for Other Professional Services


- For Credentialing, say 'Credentialing' and then make a choice by saying
 - 'Chiropractic'
 - 'Medical'
 - 'Behavioral Health'
- Say 'Demographic Changes' for Provider Practice or Facility,
 - You will be transferred to a Demographics Health Care Professional Services associate
- Or, say 'More Options' and then make a choice by saying
 - 'Appeal Submission'
 - 'Claim Project Submissions'
 - 'Web site Technical Support'

Getting Started

- The United Voice Portal is a simple and easy way for Physicians and Health Care Professionals to access the information needed in as little as **2 minutes**
 - Throughout the United Voice Portal you will be prompted to **make selections** by voice or keypad
 - The United Voice Portal will ask you to enter your **patient's member number**. This is the Subscriber number found on the members ID card
- Step by Step instructions are located on page 2*

Helpful Tips




If you would like to speak to a representative, say 'representative' after you have entered your patient's member number on the choices below identified by a 




Prior to being routed to a representative, you can choose to take a **brief survey**. Stay on the line after your call with a representative or press # 9 to initiate the survey


Claim Status

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Claim
4. Say Claim Status
5. Enter your patient's member number 
6. Enter your patient's date of birth
7. You will be given Claim information about the member number you have entered



Claim Mailing Address

1. Call the United Voice Portal @ (877) 842-3210
2. Say or Enter your Tax ID number
3. Say Claim
4. Say Mailing Address
5. Enter your patient's member number 
6. You will be provided the mailing address to submit a claim.

Benefits & Eligibility

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Benefits & Eligibility
4. Enter your patient's member number 
5. You will be given Benefit and Eligibility information about the member number you have entered

Care Notifications

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Care Notifications
4. Enter your patient's member number 
5. Enter your patient's date of birth
6. Say Medical, Radiology, Mental Health, or Healthy Pregnancy as appropriate (options are dependent upon the member's coverage). For all other notifications, say representative 
7. You will hear additional options based on your response to #6, above

Privacy Practices

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Privacy Practices
4. An informational message is played

Credentialing

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Other Professional Services
4. Say Credentialing
5. Say Chiropractic, Medical or Behavioral Health, as appropriate
6. Depending on your selection, you are transferred or referred as appropriate

Demographic Changes

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Other Professional Services
4. Say Demographic Changes
5. You will be transferred to a Demographics Health Care Professional Services associate


Appeal Submissions & Claim Project Submissions

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Other Professional Services
4. Say More Options
5. Say Appeal Submissions or Claim Project Submissions
6. An information message is played

Web site Technical Support

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Other Professional Services
4. Say More Options
5. Say Web site Technical Support
6. You are transferred to the service center

Pre-Authorization for M.D.I.P.A. Patients

1. Call the United Voice Portal @ (877) 842-3210
2. Say or enter your Tax ID number
3. Say Pre-Authorization
4. Enter your patient's member number 
5. You will hear options for Outpatient, Inpatient and DME authorizations