

## When you should visit **UnitedHealthcareOnline.com**

### Patient Eligibility and Benefits

- Check patient eligibility, benefits, and product type
- Access Patient Personal Health Records
- Find patient's home health care, rehabilitation, and/or durable medical equipment benefits

### Claims and Payments

- Claim predetermination and bundling logic using Claim Estimator
- Submit claims using real-time adjudication
- Check claim status
- Request a claim adjustment or reconsideration when attachments are not needed
- Look up your fee schedule

### Notifications\*

- Submit new, update existing and check status of notifications

### Tools and Resources

- Review the prescription drug list
- News and Administrative Guides
- Review Notice of Privacy Policy and Practices
- Learn about UnitedHealthcare products and services
- Access reimbursement and medical policies and plan protocols
- Training & Education

### Clinician Resources

- Access and review clinical program information and patient safety resources

\*Not for Gated HMO product at this time

## Fast and easy registration

Simply visit **UnitedHealthcareOnline.com**, click the **New User** link in the upper right corner and follow the prompts.

Your organization's administrator can also obtain a User ID and password for **UnitedHealthcareOnline.com**. If you have questions about registration, call 1-866-UHC-FAST (1-866-842-3278).

## When you should call or write

There are a few situations when you should call or write us rather than visiting the Web site.

### Call UnitedHealthcare @ 1-877-842-3210:

Automated responses to many of your questions can be obtained through the United Voice Portal.

- You will be prompted to make a selection by simply saying "Claims," "Benefits & Eligibility," "Care Notifications," "Privacy Practices" or "Other Professional Services"

A Health Care Professional Services associate is available from 7 a.m. to 7 p.m. Central Time and can be reached by saying "representative" after entering the member's ID number.

#### Claim status

- Find electronic 835s or get answers to your questions regarding 835s

#### Care notifications

- Determine if a procedure or medication requires notification

#### Other professional services

- Check claim reconsideration request status if not viewable on **UnitedHealthcareOnline.com**
- Notify UnitedHealthcare of a new physician in your practice or check credentialing status
- Request UnitedHealthcare participation

To obtain a Quick Reference for the United Voice Portal, visit **UnitedHealthcareOnline.com**>Tools & Resources> Products & Services> **UnitedHealthcareOnline**> Navigating the United Voice Portal Quick Reference.

### Write to UnitedHealthcare:

#### When submitting a written request for reconsideration or filing an appeal

- If you believe you were underpaid by us, the first step in resolving your concern is to submit a Claim Reconsideration. If you have submitted a Claim Reconsideration and still do not agree with the outcome, you may submit a formal appeal to:  
UnitedHealthcare Provider Appeals  
P.O. Box 30559  
Salt Lake City, UT 84130-0575

For further details, see back page of this document and/or visit **UnitedHealthcareOnline.com** > Claims & Payments > Claim Reconsideration > Claim Reconsideration Request Form or Related Links.

### Call your local Network Account Manager:

#### If you have a question regarding your contract with UnitedHealthcare.

- Visit **UnitedHealthcareOnline.com** > Contact Us > Network Contacts.

### Additional help and training materials

Check out **UnitedHealthcareOnline.com** for additional resources including **Frequently Asked Questions**, **Quick Reference** materials, **Step-by-Step Help** and tutorials. We encourage you to become familiar with these resources as you start to use **UnitedHealthcareOnline.com**.

# Answers to your questions

## Eligibility

**Q: How can I determine my patient's detailed benefits?**

A: Log on to [UnitedHealthcareOnline.com](#), select Patient Eligibility & Benefits > Patient Eligibility. To determine benefits for a specific procedure, go to Claims & Payments > Claim Estimator. To find specific requirements based on the member's benefits, click on Patient Eligibility > Details.

## Claim Estimates

**Q: How do I get an estimate of payment and patient responsibility for a procedure?**

A: To determine an estimate for benefits of a specific procedure for a patient, go to Claims & Payments > Claim Estimator.

## Notifications<sup>1</sup>

**Q: How and when do I notify you of a patient's procedure or an inpatient admission?**

A: Inpatient, outpatient surgery, radiology, and skilled nursing notifications can be submitted online. You can provide notification in the following ways:

- Log on to [UnitedHealthcareOnline.com](#) and select the **Notifications** tab.
- When verifying your patient's eligibility on [UnitedHealthcareOnline.com](#), you can find specific notification requirements based on the member's benefits at Patient Eligibility > Details.
- To update an existing notification, go to **status** under the **Notifications** tab. If you have questions on updating an existing notification, refer to the **Notification Status Quick Reference** located under **Related Links**.

<sup>1</sup>Not for Gated HMO product at this time

For other notification requirements, refer to the back of the patient's ID card.

**Q: Where can I find information on what's needed for radiology notifications?**

A: Our Radiology Notification Program is a prior notification program, not a pre-certification, preauthorization or medical necessity determination. The program provides an opportunity for consistency between the use of imaging studies, best evidence and professional society guidance. Visit [UnitedHealthcareOnline.com](#) and select the **Notifications** tab.

For additional questions about Admission Notifications, please refer to the "Admission Notification Quick Reference Guide" located on [UnitedHealthcareOnline.com](#) > Tools & Resources > Policies & Protocols > Protocols/Advance & Admission Notification > Tools & Resources.

## Claims Filing

**Q: How do I file a claim?**

A: To file a claim electronically, visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Claim Submission for real-time adjudication, or use your typical electronic billing process.

**Q: How do I check the status of my claim?**

A: Visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Claim Status. Refer to the "Claim Status Quick Reference" under **Related Links** for any questions.

**Q: How do I file a corrected claim?**

A: If you need to correct and re-submit a claim, submit a CMS-1500 or UB-04 form indicating the correction being made. When correcting or submitting late charges on a UB-04 or 837 Institutional claim, resubmit all original lines and charges as well as the corrected or additional information using bill type xx7, Replacement of Prior Claim. Do **not** submit corrected or additional charges using bill type xx5, Late Charge Claim. Hand-corrected claim resubmissions are not accepted.

**Q: If I believe a claim has been processed incorrectly, how can I request that it be adjusted?**

A: Visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Claim Reconsideration. If written documentation such as proof of timely filing is needed, please use the Claim Reconsideration Request Form found on [UnitedHealthcareOnline.com](#). We respond to all adjustment requests within 10 business days.

**Q: What should I do if I have multiple claims that have been denied for the same reason?**

A: If you have 20 or more claims, visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Claim Research Project. If you have less than 20 claims, go to Claims & Payments > Claim Reconsideration. If you disagree with the outcome or have not heard back within 30 days, contact our Health Care Professional Services associates at 1-877-842-3210.

**Q: What can be used as "proof of timely filing"?**

A: If you are submitting a Claim Reconsideration Request Form or a formal appeal for a claim which was denied because filing was not timely for:

1. Electronic claims: Include confirmation that UnitedHealthcare or one of its affiliates received and accepted your claim.
2. Paper claims: Include a copy of a screen print from your accounting software to show the date you submitted the claim.

Note: All proof of timely filing must also include documentation that the claim is for the correct patient and the correct visit.

## Appeals

**Q: How do I file a formal appeal?**

A: After completing the Request for Reconsideration process, if you are still dissatisfied with the outcome of your Request for Reconsideration, you can file a formal appeal in writing to: UnitedHealthcare Provider Appeals, P.O. Box 30559, Salt Lake City, UT 84310-0575.

\* If you are a non-participating physician with UnitedHealthcare, please check your state regulations regarding your appeal rights.

## Payments

**Q: How do I sign up to receive Electronic Payments and Statements?**

A: Electronic Payments and Statements (EPS) is UnitedHealthcare's standard for receiving electronic Explanation of Benefits (835s) and payments (EFT). To enroll in EPS, visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Electronic Payments & Statements.

**Q: What should I do if I need a duplicate Provider Remittance Advice (PRA)\* and only have a check number?**

A: Visit [UnitedHealthcareOnline.com](#) > Claims & Payments > **Claim Status**. Under Claim Search select the option for **Physician/Provider Only**. Next, select **Date Check Written** to obtain a duplicate PRA.

\* Provider Remittance Advice (PRA) is an electronic file of an Explanation of Benefits.

## Fee Schedule Lookup

**Q: How do I obtain my fee schedule?**

A: Visit [UnitedHealthcareOnline.com](#) > Claims & Payments > Fee Schedule Lookup. This allows you to search for your contracted rate for up to 10 procedure codes at a time. If you need your full fee schedule, please contact your local Network Account Manager.

## Credentialing

**Q: Who do I contact about credentialing and re-credentialing?**

A: Call the United Voice Portal (UVP) at 1-877-842-3210, select Other Professional Services > Credentialing.

## Overpayment

**Q: If I have been overpaid by UnitedHealthcare, where do I send my check to reimburse you?**

A: If you identify an overpayment of a claim, you must refund the overpayment within 30 calendar days. Send the credit balance to UnitedHealthcare, Attn: Audit and Recovery Department, 2717 N. 118th Circle, Omaha, NE 68164-9672. Please include the appropriate documentation that explains the overpayment, including member ID, check number, date of service and amount paid.

## Administrative

**Q: Where can I find information about the UnitedHealth Premium<sup>®</sup> designation program and my status?**

A: Go to [UnitedHealthcareOnline.com](#) > Clinician Resources > UnitedHealth Premium. For further questions please contact us 1-866-270-5588 or [unitedpremium@uhc.com](mailto:unitedpremium@uhc.com).

**Q: How can I submit my NPI information to UnitedHealthcare?**

A: We have three options for submitting your NPI information.

1. Go to [UnitedHealthcareOnline.com](#) > Practice/Facility Profile. Log in with your User ID and Password. Your TIN will enable you to access. Select Continue > View/Update NPI information to enter your NPI data online.
2. Call the United Voice Portal at 1-877-842-3210, select Other Professional Services > Demographic Changes. Your call will be directed to the Service Center to collect your NPI, corresponding NUCC Taxonomy Codes and other NPI related information.
3. Fax your NPI and related information to the appropriate fax number listed on page 3 of the Physician/Provider Demographic Update Fax Form\*. The form can be found at [UnitedHealthcareOnline.com](#) > Most Visited > National Provider Identifier > Physician/Provider Demographic Update Fax Form. \* Leased network providers should provide NPI numbers to their master contract holder.

**Q: Where can I find the latest information on UnitedHealthcare's process and procedure changes?**

A: There are three resources available to keep you current:

- Go to [UnitedHealthcareOnline.com](#) > Tools & Resources > News > UnitedHealthcare News Archive.
- Receive the UnitedHealthcare Network Bulletin, a bimonthly online/e-mail publication featuring important protocol and policy changes as well as helpful administrative information and clinical resources. Sign up at [UnitedHealthcareOnline.com](#) > Tools & Resources > News > Network Bulletin > Receive the UnitedHealthcare Network Bulletin.
- Also sign up to receive News and Regulatory updates, plus special announcements and promotions at [UnitedHealthcareOnline.com](#) > Tools & Resources > News > Network Bulletin > Receive the UnitedHealthcare Network Bulletin.

Note: This resource can be used to obtain information for patients enrolled in some commercial benefit plans administered by UnitedHealthcare. It is not meant to be used as a resource for all UnitedHealthcare companies.

