

UnitedHealthcare News: UnitedHealthcare Provider Portal — Digital solutions for your workday

We want to make it easier to work with us. That's why our digital services now include the UnitedHealthcare Provider Portal. It's a secure, cloud-based system to help health care professionals like you — from physician to administrative support to your pre-approved outside vendors — manage your work tasks more efficiently and with greater visibility and ease than ever before.

With the creation of the UnitedHealthcare Provider Portal, Link will no longer serve as the entry point for online health care professional services. Full transfer of online capabilities from Link to the UnitedHealthcare Provider Portal will be completed by the end of 2021. UnitedHealthcare will communicate these changes in advance of when the changes take effect.

The portal doesn't require new login credentials.

- Existing Link user? Log into the portal with your One Healthcare ID (formerly Optum ID). You do **not** need to create a new User ID and password. Simply go to UHCprovider.com and select Sign In in the upper right-hand corner. Then, log in with your existing user ID and password.
- New user? Go to UHCprovider.com/newuser for registration information and instructions.

What tasks can users complete through the portal?

UnitedHealthcare Provider Portal is packed with digital solutions* that make your work easier and quicker, including:

- Verify patient eligibility and check benefit detail
- Manage prior authorizations and notifications
- Estimate cost of care (commercial only)
- Get prescription coverage and cost information
- Submit and check the status of referral requests
- Track and manage your action items
- Submit additional information on pended claims and check claim status
- Submit reconsideration and appeal requests
- View, print and download many claim documents, letters and reports, including Provider Remittance Advice (PRA) and prior authorization letters
- Pay electronically via Automated Clearing House (ACH)/direct deposit or virtual card payment, and look up fee schedules

- Look up patient individual health records (IHR)
- Manage user access and turn off mail delivery for your practice
- Update your practice profile

Why digital? Why now?

Now more than ever, UnitedHealthcare is looking for ways to help health care professionals like you not only be more efficient, but also keep you safe and protect the environment. Our 100% contact-free digital tools help get us there.

Got an idea for a digital initiative? We'd love to hear from you.

You know your daily workload best. If you have an idea for a digital initiative, let us know. Click the feedback button to the right or send us an email at rcm@uhc.com.

Additional resources

Check out the following resources to learn more about the UnitedHealthcare Provider Portal and get started using it.

- [UnitedHealthcare Provider Portal overview](#)
- [Education and training](#)
- [New user information](#)

Questions? We're here to help.

If you'd like help using the UnitedHealthcare Provider Portal, please contact UnitedHealthcare Web Support at ProviderTechSupport@uhc.com or toll-free at **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday-Friday. Thank you.

* Available solutions may vary by plan and location.