

# Speed up your work with TrackIt

If you've ever wondered where you are in the claims and prior authorization process, TrackIt can help provide greater clarity. TrackIt is a tool in the [UnitedHealthcare Provider Portal](#) that allows you to see the status and take action on your recent submissions. You can save valuable time and increase efficiency around common tasks.

With TrackIt, you can get email notifications on activity and status updates, easily find out if there are documents you need to upload, and correct items that need attention. You're able to precisely identify where things are in the review process and address items directly so you can get claims processed, and potentially paid faster.

Visit [UHCprovider.com/trackit](https://UHCprovider.com/trackit).

UnitedHealthcare | Link

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Payer: 87726 - UnitedHealthcare | Provider: Jamie Doctor

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**TrackIt**  
Claims

Currently Viewing: Claims

Before you get started, make sure your [payer information](#) and [provider information](#) in the top right corner of the page is correct.

Total of 6 Tabs. [Customize Tab Order](#)

Color Key: ● Requires Action

Reconsideration Tickets: 5 ● | Pended Tickets: 2 ● | Appeal Tickets: 6 ● | Smart Edits: 2 ● | Your Flagged Claims: 2

**Reconsideration Tickets**

Please know that these are **only tickets updated in the last 14 days**. To view others, go to [Claims](#).

Viewing Tickets Created By: Taylor Sample

Use the filters below to refine the table. Click on a filter to add or remove it.

Under Review 21 |  Recently Closed 21 |  Requires Attention 2

Type to Refine | [Customize Table](#)

Showing 1-4 of 4 Results

Use the [v](#) to expand the row and see the most recent comments.

Results Per Page: 10 | Pg 1 of 1

Expand All	Hide?	Ticket Number	Claim Number	First Name	Last Name	Date of Service	Last Updated	Member ID	Tickets Created By	Viewed?	Ticket Status
<a href="#">v</a>	<input type="checkbox"/>	PTPCR-#####	#####	Name	Name	MM/DD/YYYY	MM/DD/YYYY	Member ID	Name Name	Yes	Action Required
<a href="#">v</a>	<input type="checkbox"/>	PTPCR-#####	#####	Name	Name	MM/DD/YYYY	MM/DD/YYYY	Member ID	Name Name	Yes	Action Required

## Not sure what's holding things up? TrackIt can tell you.

You can access prior authorizations, pended claims, reconsiderations, appeals and smart edits updates all within the tool. The following features and labels offer detailed information on your status and what actions you may need to take:

- Ticket details
- Under review

- Recently closed
- Requires attention
- Decision overturned

If you don't have access to claims or prior authorization information in the UnitedHealthcare Provider Portal, you can go to your [primary administrator](#) and ask for access.

### **It's easy to get started**

- Go to [UHCprovider.com](https://UHCprovider.com) and click **Sign In**. Get started by ensuring your Payer ID and Provider information are set correctly using the dropdown menus. Then, select TrackIt from the top right corner of your screen.
- To learn how to use TrackIt and more about how it can help you track your work, check out our [self-paced user guide](#) and/or [register for a live training](#).



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