

# Quick Reference to our Administrative Guide and Manuals

*This care provider quick reference guide provides frequently asked question information at a glance. It is not inclusive of all UnitedHealthcare products. For comprehensive information on these topics, view the UnitedHealthcare Care Provider Administrative Guide or the UnitedHealthcare Community Plan Care Provider Manuals.*



## Join our Network and Credentialing

If you are interested in joining our Network, visit [UHCprovider.com/join](https://UHCprovider.com/join). To view our credentialing policies and procedures, visit [UHCprovider.com/demographics](https://UHCprovider.com/demographics) > [Get Credentialed](#).

Credentialing application: Check on your application status by calling the United Voice Portal at 877-842-3210. Say or enter your TIN, respond to the prompts as follows: Other Professional Services > Credentialing > Medical > Get Status.



## Self Service

**UHCprovider.com:** UHCprovider.com is your home for care provider information with 24/7 access to Link self-service tools, medical policies, news bulletins, and great resources to support administrative tasks including eligibility, claims and prior authorizations and notifications.

**UHCprovider.com/Link:** Access Link – your gateway to UnitedHealthcare’s online tools – through UHCprovider.com. With Link tools, you can get eligibility and benefit details, submit referrals and prior authorization requests, manage claims, submit claims reconsideration and appeals, and even manage your demographic information that appears in our provider directory.

**UHC on Air:** Watch live broadcasts and on-demand programs on topics important to you including Claims Processing and Payment, Provider Training and Orientation and Accountable Care Tools. Find instructions for adding UHC on Air to your Link dashboard at [UHCprovider.com/uhconair](https://UHCprovider.com/uhconair).



## UnitedHealthcare Communications

**Network Bulletin:** News and updates regarding policy, product or reimbursement changes are posted in the Network Bulletin. It is posted and accessible online at [UHCprovider.com/news](https://UHCprovider.com/news) at the beginning of each month.

**Practice Matters:** A quarterly newsletter containing national and regional Community Plan information is available at [UHCprovider.com](https://UHCprovider.com) > Menu > [Resource Library](#).



## Contact UnitedHealthcare

Most questions can be answered using our online tools at UHCprovider.com. If you need to speak with a UnitedHealthcare Service Agent, they are happy to assist. Report escalated or unresolved issues to your Provider Advocate by email.

**Technical Assistance/Connectivity** . . . . . 866-842-3278

**Provider Services** . . . . . 877-842-3210

**Prior Authorizations** . . . . . 877-842-3210

**Electronic Payments & Statements (EPS) Helpdesk** . . . . . 877-620-6194

**Provider Contract questions:** Contact your Network Management Representative. To identify your Network Management Representative go to [uhc.com](https://uhc.com) > [Contact us](#) > select state > Network Management or contact Provider Services at 877-842-3210.

**Provider Advocate:** To find your provider advocate, go to [UHCprovider.com](https://UHCprovider.com) > Contact Us > Find a Network Contact and select your state.



## Provider Administrative Guide and Manuals

Find Commercial and Medicare Advantage Provider Administrative Guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).

Find Community Plan manuals at [UHCprovider.com/guides](https://UHCprovider.com/guides) > Community Plan Care Provider Manuals.



## Eligibility

Access benefit, coverage and identification card information.

- Online: [UHCprovider.com/eligibilityLink](https://UHCprovider.com/eligibilityLink)
- EDI: 270/271 transaction
- Phone: 877-842-3210



## Specialty Pharmacy Program (Commercial)

Specialty Pharmacy Program provides focused support to help better manage rare and complex chronic conditions. Find details about the Specialty Pharmacy Program online at: [UHCprovider.com/specialtyRx](https://UHCprovider.com/specialtyRx).



## Prior Authorization

**To submit prior authorization/advance notification:**

**Link:** [UHCprovider.com/paan](https://UHCprovider.com/paan)

**Online:** [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) (information and prior authorization lists)

**Phone:** Care Coordination at the number on the member's ID card (self-service available after hours) and select "Care Notifications."

To view the most current and complete Advance Notification List, including procedure codes and associated services, visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).

**To submit referrals:**

- EDI: Transaction 278R
- Link: [UHCprovider.com/eligibilitylink](https://UHCprovider.com/eligibilitylink)



## Claims

**EDI:** [UHCprovider.com/edi](https://UHCprovider.com/edi). View our Claims Payer List to determine the correct Payer ID.

**Link:** [UHCprovider.com/claimslink](https://UHCprovider.com/claimslink)

**Online:** [UHCprovider.com/claims](https://UHCprovider.com/claims) (policies, instructions and tips)

**Phone:** 877-842-3210 (follow the prompts for status information)

**Reimbursement Policies:**

- UHCprovider.com > Policies and Protocols > Commercial Policies > [Commercial Reimbursement Policies](#)
- UHCprovider.com > Policies and Protocols > Medicare Advantage Policies > [Medicare Advantage Reimbursement Policies](#)
- UHCprovider.com > Policies and Protocols > Community Plan Policies > [Reimbursement Policies for Community Plan](#)

Reimbursement policies may be referred to in your Agreement as "payment policies."



## Timely Filing Guidelines

Refer to your contract for timely filing limit information.

You may contact your Network Management Representative or your Provider Advocate about timely filing guidelines.



## Claim Reconsiderations and Appeals

Online submissions are the fastest and easiest way to file Claim Reconsiderations and Appeals. Access the claimsLink tool from [UHCprovider.com/claimslink](https://UHCprovider.com/claimslink).

Report escalated or unresolved issues to your Provider Advocate by email. Submit an appeal as a final resolution

**Medical Policies:** Obtain copies of the CDGs, Medical Policies, and Coverage Summaries online at [UHCprovider.com/policies](https://UHCprovider.com/policies).