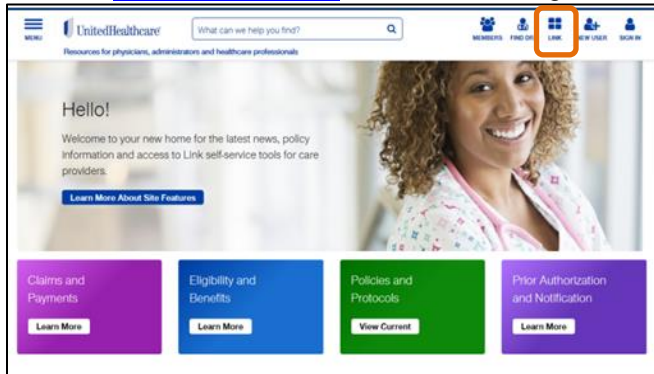


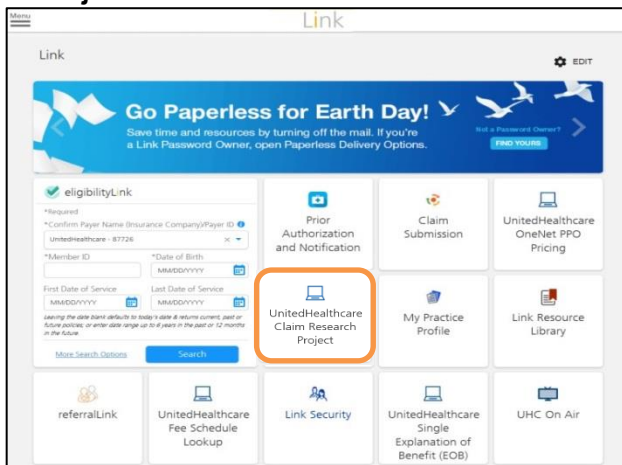
The Claim Research Project tool on Link lets providers in states other than MD and CA to search for and submit a reconsideration request for 20 or more claims with the same reason for denial (available for UnitedHealthcare Commercial, UnitedHealthcare Medicare Solutions and UnitedHealthcare Community & State plans).

Getting Started

1. From UHCprovider.com, click **Link** and sign in

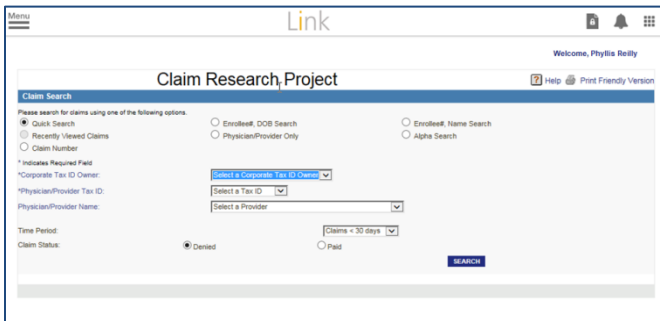


2. Select the **UnitedHealthcare Claim Research Project** tile



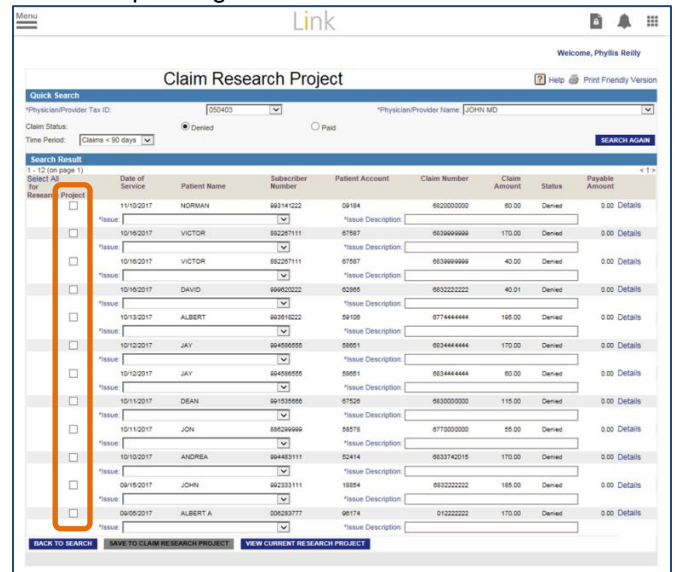
Search for Claims

1. Select the desired Claim Search method by clicking the corresponding radio button
2. Enter the appropriate data
3. Click **Search**

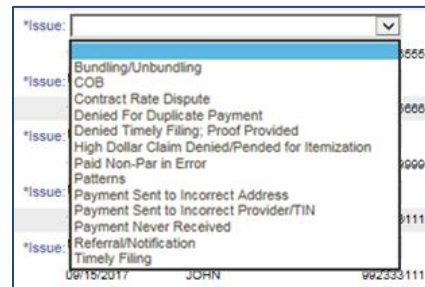


Select Claims

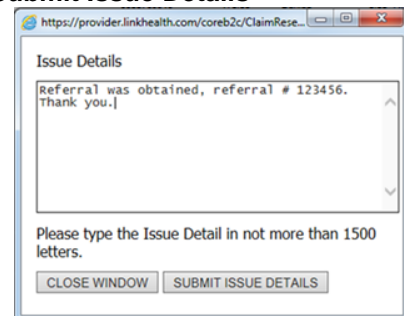
1. Select the desired claims by checking the corresponding boxes



2. Choose an **Issue** from the pull-down menu for each selected claim



3. Click the **Issue Description** for a selected claim
4. Enter the **Issue Details** in the pop-up box
5. Click **Submit Issue Details**



Save Claims to a Project

- Once the desired claims are updated, click **Save To Claim Research Project**

The screenshot shows the 'Claim Research Project' search results page. At the bottom of the page, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT' (highlighted with a red box), and 'VIEW CURRENT RESEARCH PROJECT'.

Note: The draft project will be available for 14 days from the date of creation (the date the first claim was added).

Manually Add Claims to a Research Project

- To manually add claims not found in a search, click **View Current Research Project**

The screenshot shows the 'View Current Research Project' page. At the bottom of the page, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT', and 'VIEW CURRENT RESEARCH PROJECT' (highlighted with a red box).

Manually Add Claims to a Research Project (continued)

- Click **Manually Add Claims**

The screenshot shows the 'Manually Add Claims' form. At the bottom of the form, there are four buttons: 'REMOVE CLAIM', 'MANUALLY ADD CLAIMS' (highlighted with a red box), 'SUBMIT FILE FOR RESEARCH', and 'RETURN TO CLAIM RESULTS'.

- Complete the required claim details

- Click **Save**

The screenshot shows the 'Manually Enter Claims' form. At the bottom of the form, there are five buttons: 'BACK TO SEARCH', 'REMOVE CLAIM', 'MANUALLY ENTER MORE CLAIMS', 'SAVE' (highlighted with a red box), 'CANCEL', and 'SUBMIT'.

Note: These claims should have the same Issue as others in the research project.

Submit Research Project

- Once all claims have been added, (it must include 20 or more claims) click **View Current Research Project**

The screenshot shows the 'Claim Research Project' interface. At the bottom of the table, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM OR SEARCH PROJECT', and 'VIEW CURRENT RESEARCH PROJECT'. The 'VIEW CURRENT RESEARCH PROJECT' button is highlighted with a red rectangular box.

- Click **Submit File for Research**

The screenshot shows the 'Claim Research Project' interface. At the bottom of the table, there are four buttons: 'REMOVE CLAIM', 'MANUALLY ADD CLAIMS', 'SUBMIT FILE FOR RESEARCH', and 'RETURN TO CLAIM RESULTS'. The 'SUBMIT FILE FOR RESEARCH' button is highlighted with a red rectangular box.

- Record your **Research File Identifier** from the confirmation page

The screenshot shows the 'Acknowledge Receipt' section. It contains the following text: "Your claim research request has been received. Please allow 30 days for completion of your research request. Once a decision has been made regarding the request you will be able to view the through UnitedHealthcare Online. If you have questions regarding the status of this request, please contact the appropriate customer service number located on the back of the envelope ID card." Below this text, there is a red box containing the following information: "Submission Date: 10/01/2018" and "Research File Identifier: 2506Uj9708u".

Resources and Information

Additional **Help Resources** are available at the **Link Resource Library** and **UHC on Air**

The screenshot shows the Link homepage. At the top, there is a banner for "Go Paperless for Earth Day!". Below the banner, there are several service tiles. The "Link Resource Library" and "UHC on Air" tiles are highlighted with orange rectangular boxes. Other visible tiles include "eligibilityLink", "Prior Authorization and Notification", "Claim Submission", "UnitedHealthcare OneNet PPO Pricing", "UnitedHealthcare Manage My Account", "My Practice Profile", "referralLink", "UnitedHealthcare Fee Schedule Lookup", "Link Security", and "UnitedHealthcare Single Explanation of Benefit (EOB)".