

# Revenue Cycle Management Companies Can Increase Productivity With Self-Service Tools

Revenue cycle management companies, billing services and vendors can use Electronic Data Interchange (EDI) and Link to help reduce the time it takes to service claims for your clients.

If you use EDI and need more detail, you'll want to use Link. With **Link**, you can complete many tasks in less than a minute online.<sup>1</sup>

- ✓ **Multi-TIN access:** Complete work on behalf of all your clients using one Optum ID and password. Learn how at [UHCprovider.com/rcm](https://UHCprovider.com/rcm).
- ✓ **eligibilityLink:** Get eligibility and benefits details including copay, coinsurance and deductible amounts.
- ✓ **claimsLink:** View claims status and submit information for pended claims, request claim reconsiderations or submit appeals for most plans.
- ✓ **Claim Research Project:** Submit a reconsideration request<sup>2</sup> for multiple claims with the same denial reason.
- ✓ **Document Vault:** Access claim and prior authorization letters and provider remittance advice for most Medicare and commercial members, including UnitedHealthcare West.
- ✓ **Electronic Payments & Statements (EPS):** Receive direct deposit and view remittances, or download ERA/835 files; *enrollment required*.
- ✓ **Single EOB Search:** Access explanations of benefits (EOBs), even if you're not enrolled in Electronic Payments & Statements.

## How to Access Link

Go to [UHCprovider.com](https://UHCprovider.com) and click on **New User** to create your Optum ID.

Now you can sign in to Link and watch short video tutorials on UHC On Air.

## Learn more

Visit [UHCprovider.com/link](https://UHCprovider.com/link) for more information and go to [UHCprovider.com/training](https://UHCprovider.com/training) to sign up for a webinar.

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at **866-842-3278, option 1**, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.

## EDI and Link: Self service for RCMs



<sup>1</sup> Link transaction times were determined based on user testing in February 2016.

<sup>2</sup> Where permitted by state law.

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