

# Claims Submission Update for Ambulance Providers

We recently made an update to our claimsLink tool, making it easier for our ambulance providers to file claims. Here's an overview of the changes:

## What's Changed

The following features have been added:

- General claim information section
  - A selection menu has been added and includes "Ambulance Billing".
    - When Ambulance Billing is selected, an additional field is displayed, which allows you to enter the member's weight. This field is optional, but it must be entered as a whole number, measured in pounds.
- A "reason for ambulance transport" selection menu has been added with five options. This is a required field.
- The following fields have been added:
  - Transport distance: this is a required field but you can enter zero.
  - Round trip purpose: this is an optional field with an 80-character limit
  - Stretcher purpose: this is an optional field with an 80-character limit.
- Patient conditions section
  - A radio button labeled "Patient Condition" with a "yes/no" answer option has been added.
    - If you select "yes", a selection menu will appear. You can select up to five conditions that apply to the ambulance transport. This is a required field.
- Ambulance pickup address/location
- Ambulance drop-off address/location
- Date of admission
  - This is an optional field, but you're required to fill it out when it is known that the patient was admitted.

## Learn More

For information about submitting claims for your patients who are UnitedHealthcare Community Plan members, go to [UHCprovider.com/claimslink](https://UHCprovider.com/claimslink).

## We're Here to Help

If you have questions, please contact your Provider Advocate or call Provider Services at **888-887-9003**, 8 a.m. – 6 p.m., Monday – Friday. Thank you.