

Quick Reference

Getting Started

- UnitedHealthcare Oxford Provider Services is a simple, easy way for physicians and health care professionals to access information in as little as a few minutes.
- Throughout the call, you'll be prompted to make selections by voice or keypad.
- You'll be asked to enter your patient's member identification number. This can be found on the member's health care ID card.
- Step-by-step instructions are on page 2 of this reference guide.



Helpful Tips

Before being routed to a representative, you can choose to take a brief survey. Stay on the line after your call with a representative to initiate the survey.

Overview

Call UnitedHealthcare Oxford Provider Services at 800-666-1353.

When prompted, make a selection by saying:				
Claims	Benefits and Eligibility	Prior Authorization	Credentialing	Other Professional Services
<p>Claims Status</p> <p>You can search by date, claim number or five most recent date.</p>	<p>Options for Benefits and Eligibility</p> <p>Enter the member identification number and the patient's date of birth to find benefit and eligibility details.</p>	<p>Options for Prior Authorization</p> <p>Create prior authorization by agent transfer, search for a prior authorization by number or date of service, or check on a peer-to-peer review.</p>	<p>Options for Credentialing</p> <p>Access credentialing information for behavioral health, medical, dental, chiropractic and radiology.</p>	<p>Options for Other Professional Services</p> <p>Access website support, hear information on how to make demographic changes, or say help with something else (e.g. chiropractic services).</p>

Claim Status by Date, Claim Number, or Five Most Recent Claims

1. Enter your provider identification number – tax identification number (TIN) or national provider identifier (NPI)
2. Say “claims” (from choice of claims, benefits and eligibility, prior authorization, credentialing or other professional services)
3. Say appropriate choice (from choice of medical, behavioral health, pharmacy, chiropractic, radiology, orthopedic services, dental, vision or something else)
4. Enter your patient’s date of birth
5. Enter your patient’s member number
6. Enter your UnitedHealthcare Oxford identification number
7. Say “search by date”, “search by claim number” or “search by five most recent claims”, as appropriate
8. Enter the date of service or claim number

You’ll hear specific claim information about the member number entered.

Benefits and Eligibility

1. Enter your provider identification number (TIN, NPI)
2. Say “benefits and eligibility” (from choice of claims, benefits and eligibility, prior authorization, credentialing or other professional services)
3. Say appropriate choice (from choice of medical, behavioral health, pharmacy, chiropractic, radiology, orthopedic services, dental, vision or something else)
4. Enter your patient’s date of birth
5. Enter your patient’s member number
6. Enter your UnitedHealthcare Oxford identification number

You’ll hear benefits and eligibility information for the member number you entered.

Peer-to-Peer Review

1. Enter your provider identification number (TIN, NPI)
2. Say “prior authorization” (from choice of claims, benefits and eligibility, prior authorization, credentialing or other professional services)
3. Say appropriate choice (from choice of medical, behavioral health, chiropractic, radiology, orthopedic, orthopedic services, pharmacy or something else)
4. Enter your patient’s date of birth
5. Enter your patient’s member number
6. Enter your UnitedHealthcare Oxford identification number
7. Say “peer-to-peer review (from choice of create an authorization, check the status of an authorization or peer-to-peer review)

You’ll be transferred to a representative who can help.

Create a Prior Authorization Request

1. Enter your provider identification number (TIN, NPI)
2. Say “prior authorization” (from choice of claims, benefits and eligibility, prior authorization, credentialing or other professional services)
3. Say appropriate choice (from choice of medical, behavioral health, chiropractic, radiology, orthopedic, orthopedic services, pharmacy or something else)
4. Enter your patient’s date of birth
5. Enter your patient’s member number
6. Enter your UnitedHealthcare Oxford identification number
7. Say “create an authorization (from choice of create an authorization, check the status of an authorization or peer-to-peer review)

You’ll be transferred to a representative who can help.

Prior Authorization Status by Date or by Authorization Number

1. Enter your provider identification number (TIN, NPI)
2. Say “claims” (from choice of claims, benefits and eligibility, prior authorization, credentialing or other professional services)
3. Say appropriate choice (from choice of medical, behavioral health, pharmacy, chiropractic, radiology, orthopedic services, dental, vision or something else)
4. Enter your patient’s date of birth
5. Enter your patient’s member number
6. Enter your UnitedHealthcare Oxford identification number
7. Say “search by date” or “search by authorization number”
8. Enter the date or authorization number

You’ll hear prior authorization information for the date entered.

Credentialing

1. Enter your provider identification number (TIN, NPI)
2. Say “credentialing”
3. Say the type of credentialing: behavioral health, chiropractic, radiology, dental or for anything else, say “medical”

Behavioral health will be referred to call 877-614-0484. Chiropractic, radiology, dental or medical will be transferred to a representative who can help.

Other Professional Services

1. Enter your provider identification number (TIN, NPI) and say “other professional services”
2. Say appropriate choice (from choice of demographic changes, website support or help with something else).

Demographic changes will play instructions for updates, including fax and email information. Website support will transfer to a representative who can help. Help with something else will transfer to a representative who can help.