



835/Electronic Remittance Advice (ERA) Contact Information

For help with 835 files, please call the appropriate number from the list below. If you have questions about how a specific claim was processed, contact Claims Customer Support at 877-842-3210 or the phone number specific to the UnitedHealthcare Community Plan customer service in your state.

835s with Electronic Funds Transfer	
Description	Contact Resources
835 Format, Data Content and Delivery	<ul style="list-style-type: none"> If you receive your 835 file from Link, contact Optum Electronic Payments and Statements at 877-620-6194. If you receive your 835 file from a clearinghouse, please contact your clearinghouse directly. If you have a direct connection with UnitedHealthcare, contact EDI Support* for help with your 835 file.
View a copy of your 835/ERA using either: <ul style="list-style-type: none"> Link: UHCprovider.com > Link Optum Electronic Payments and Statements: optum.com/eps 	Optum Electronic Payments and Statements: 877-620-6194 <ul style="list-style-type: none"> For questions about electronic payments, an existing EPS account or enrollment in EPS, select option 1. For login credentials or password reset inquiries on optum.com/eps, select option 2. For billing service registrations questions, select option 3.
Overpayments and Recoupments	<ul style="list-style-type: none"> Optum Recovery: 800-727-6735

835s with Paper Checks	
Description	Contact Resources
ERA/835 Format and Data Content	<ul style="list-style-type: none"> If you receive your 835 file from a clearinghouse, contact your clearinghouse directly. If you have a direct connection with UnitedHealthcare, contact EDI Support* for assistance.
You received an ERA/835 but not a paper check	<ul style="list-style-type: none"> Customer Support at 866-675-1607 or the phone number specific to customer service for UnitedHealthcare Community Plan in your state.
Questions regarding the delivery of your non-EFT 835	<ul style="list-style-type: none"> If you receive your 835 file from a clearinghouse, contact your clearinghouse directly. If you have a direct connection with UnitedHealthcare, contact EDI Support* for assistance.

Additional Electronic Payments & Statements (EPS) Resources

*EDI Support:

UnitedHealthcare commercial UnitedHealthcare Medicare UnitedHealthcare Oxford UnitedHealthcare West	EDI Transaction Support Form Email: supportedi@uhc.com Phone: 800-842-1109
UnitedHealthcare Community Plan	EDI Transaction Support Form Email: ac_edi_ops@uhc.com Phone: 800-210-8315

- For more information about EPS including the EPS User Guide, FAQs and a Quick Reference Guide, please visit UHCprovider.com/eps.
- For more information on UnitedHealthcare's 835 transactions, refer to the [835: Electronic Remittance Advice \(ERA\) Companion Guide](#).
- Additional 835 solution guides related to provider level adjustments are located on UHCprovider.com/edi > [EDI 835: Electronic Remittance Advice \(ERA\)](#).