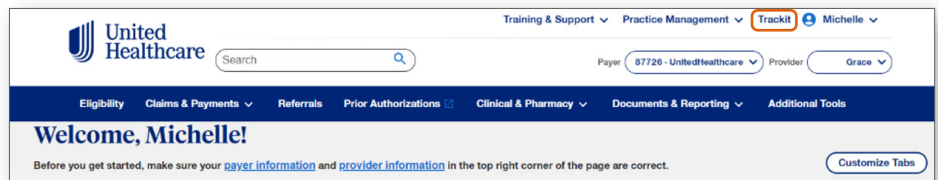


# TrackIt

## Claims Options

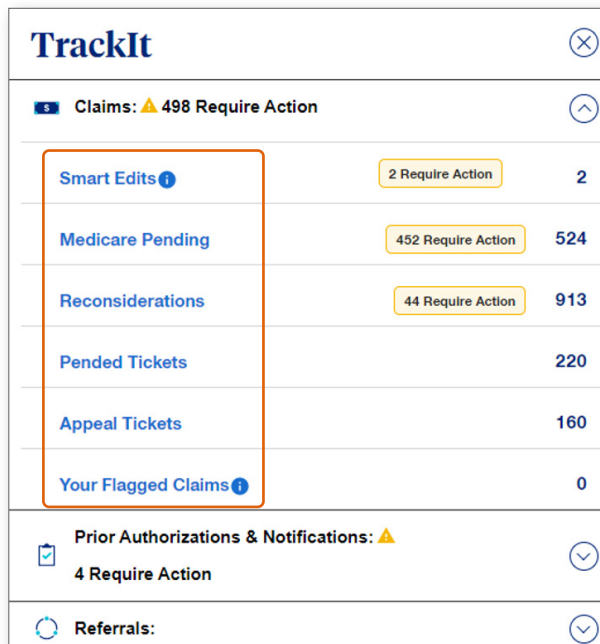
TrackIt serves as your daily to-do list. Need to upload a document? Are we missing some information to process your claim? TrackIt will tell you. No need to pick up the phone or wait for the mail. You can complete many actions without leaving the tool.

- 1 Sign in at [UHCprovider.com](https://UHCprovider.com)
- 2 Select **TrackIt** from the top-right of the Provider Portal
  - If not yet registered, consult [UHCprovider.com/newuser](https://UHCprovider.com/newuser)



- 3 Choose a category from the **Claims** options
 

(Note: There are also options in TrackIt for Prior Authorizations & Notifications and Referrals. Please consult the Self-Paced User Guide for more information.)



4 Navigate to other **Claims** options by selecting the desired tab (e.g., Smart Edits, Medicare Pending, etc.)

**A. Click Action Required** to add documentation  
(for **Smart Edits** and **Medicare Pending**)

**Smart Edits**

Additional documentation is required to process the claim(s). For more information about the Smart Edit Code, please visit [UHCprovider.com/smartedits](https://UHCprovider.com/smartedits).

Showing 1 - 2 of 2 Results

Expand All	First Service Date	Patient Name	Claim Number	Member ID	Patient Account Number	Claim Submission Date	Action Expiration Date	Smart Edit Code	Status
^	08/18/2022	xxxxxx	1234567890123	xxxxxx	xxxxxx	08/25/2022	08/30/2022	UNB	Action Required

**B. Select the Record ID** to review status and take action  
(for **Reconsiderations** and **Pended Tickets**)

**Reconsiderations**

Please know that these are only tickets updated in the last 14 days.

Showing 1 - 10 of 913 Results

Expand	Record ID	Claim Number	First Name	Last Name	Date of Service	Last Updated	Member ID	Tickets Created By	Viewed?	Status
^	PIQ-1234567	1234567891	ANNLEA	EXAMPLE	06/07/2022	08/28/2022	123456789	Jamie Colleague	No	Under Review
^	PIQ-1234568	DJ123456789	JILL	DEMO	04/07/2022	08/28/2022	987654321	Taylor User	No	Action Required

**C. Download** associated letters  
(for **Appeal Tickets**)

**D. Access Your Flagged Claims**

- And more

**Appeal Tickets**

Please know that these are only tickets updated in the last 14 days.

Showing 1 - 10 of 161 Results

Appeal Reference Number	Claim Number	Last Updated	Date Received	Date Closed	Appeal Status	Appeal Outcome	Documents
U1234567890	DJ1234567	08/28/2022	08/09/2022	-	In Progress	-	Download
U1234567891	-	08/28/2022	05/25/2022	-	In Progress	-	Download

**For more information**

Please consult our interactive **Self-Paced User Guide** at [UHCprovider.com/trackit](https://UHCprovider.com/trackit)