

Claims

Reconsideration

Get the most up-to-date claims status and payment information, and the ability to submit your claim reconsideration requests – all in one easy-to-use tool without mailing or faxing.

- 1 Sign in at UHCprovider.com
- 2 Select **Claims & Payments** from the Provider Portal
 - If not yet registered, consult UHCprovider.com/access
- 3 Enter the criteria and **Submit Search**
- 4 Select a claim from the Search Results
- 5 Review the claim

The screenshot displays the United Healthcare Provider Portal interface. At the top, there is a search bar and navigation links for 'Training & Support', 'Practice Management', 'Trackit', and a user profile for 'Michelle'. Below this is a navigation menu with options like 'Eligibility', 'Claims & Payments', 'Referrals', 'Prior Authorizations', 'Clinical & Pharmacy', 'Documents & Reporting', and 'Additional Tools'. The main content area is titled 'Welcome, Michelle!' and includes a message about verifying payer and provider information. A sidebar on the left contains navigation links for 'Eligibility', 'Claims & Payments' (highlighted with an orange box), 'Referrals', 'Prior Authorizations & Notifications', and 'Documents & Reporting'. The central 'Select Task' section offers options to 'Look Up a Claim' or 'Search Single PRA'. Below this, there are search criteria fields for 'Member ID & Date of Birth', 'Search By' (with radio buttons for TIN and Provider), and 'Member ID' and 'Date of Birth' input fields. A 'Select Range' section allows for 'Custom Date' or 'Predefined Date' searches, with 'First Service Date' and 'Last Service Date' input fields. A 'Submit Search' button is at the bottom. On the right, there are 'Claims & Payments Resources' and 'Quick Links & Tools' sections with various links.

If desired, under **Take Action** select the **Create Claim Reconsideration** button.

Complete the following:

A. Contact Information

B. Request Details

- **Amount Requested** – enter the full amount you expect, not the difference between expected and received
- **Request Reason**

C. Request Comments

- State how the claim was processed
- Give your evidence of why it should be processed differently

D. Add documents

- No limit to the number of attachments
- Each file must be less than 50 MB

E. Submit

- You will immediately receive a confirmation
- The standard reprocessing time is 30 calendar days/20 business days

Create Claim Reconsideration

Create a Reconsideration
This form is to be completed by physicians, hospitals or other health care professionals to request a claim reconsideration for members enrolled in benefit plans administered by UnitedHealthcare. A separate request must be filled out for each claim reconsideration. Don't use this form for appeals or disputes. Continue to use your standard appeals process for formal appeals and disputes.

A. Contact Information

Provider Information All Fields are Required

Billing Provider: Healthcare Network | Tax ID Number: []

Servicing Provider: []

Submitter's Contact Information All Fields are Required

First Name: [] | Last Name: []

Phone Number: [] | Email Address: []

B. Request Information & History

Request Details All Fields are Required

Amount Requested: [] I don't know

Request Reason: []

C. Request Comments

Please include what you are expecting from UnitedHealthcare to close this in your practice management system in the amount requested field, and include any additional comments you would like in the comment field.

New Comment: []

D. Attachments

Add Document(s)

Add supporting documents for your request by uploading files from your computer.

The maximum file size for each file is 50MB. The following types are supported: .pdf, .txt, .png, .jpg, .jpeg, .bmp, .gif, .tiff, .doc, and .docx. For faster processing times, please attach only those documents that are required for review and combine attachments when available.

Drag and Drop a Document Here | OR | Browse and Upload Document

E. Files cannot be deleted once you click the submit button.

Cancel | Submit Reconsideration

For more information

Please consult our interactive **Self-Paced User Guide** at UHCprovider.com/claimsportal