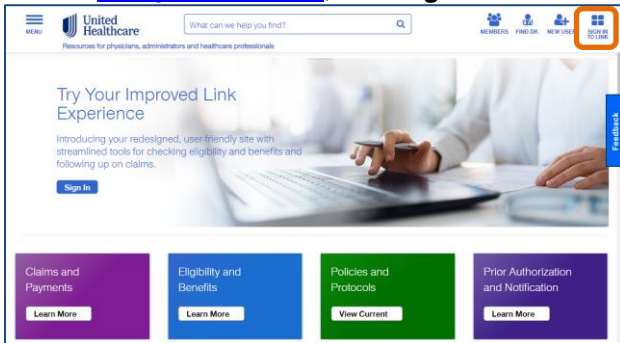


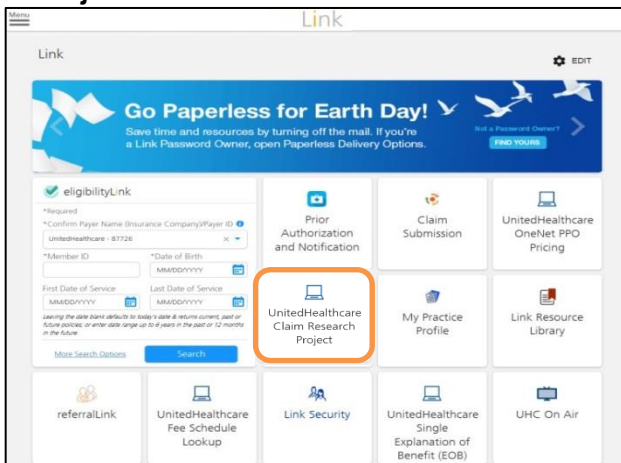
The Claim Research Project tool on Link lets you search for and submit a reconsideration request for multiple claims with the same reason for denial. Multiple claims that have been partially or underpaid can also be submitted as a reconsideration request via the Claim Research Project tool (not available for UHCWest care providers).

### Getting Started

1. From [UHCprovider.com](https://UHCprovider.com), click **Sign In To Link**

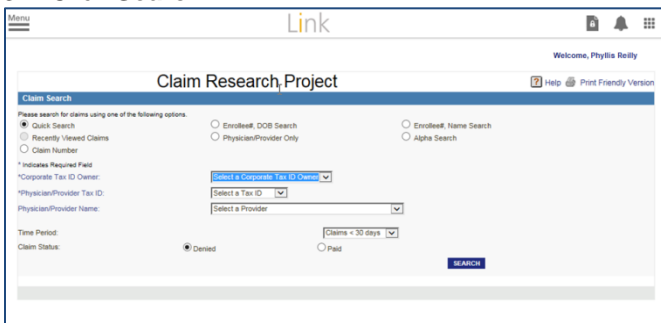


2. Select the **UnitedHealthcare Claim Research Project** tile



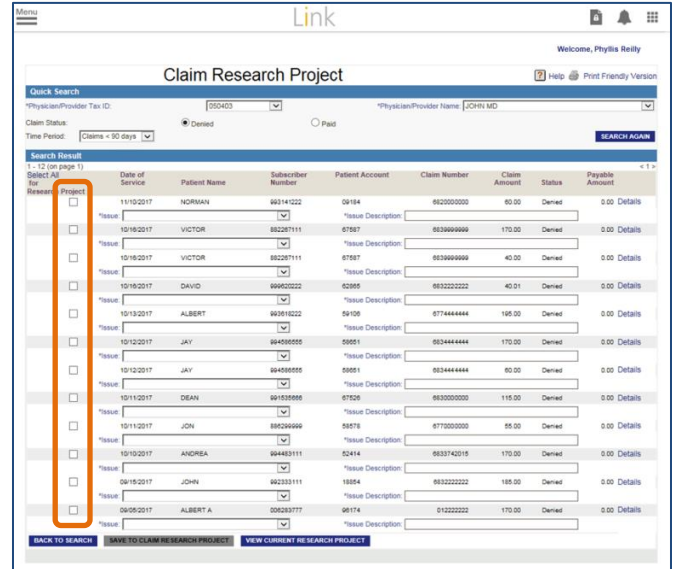
### Search for Claims

1. Select the desired Claim Search method by clicking the corresponding radio button
2. Enter the appropriate data
3. Click **Search**

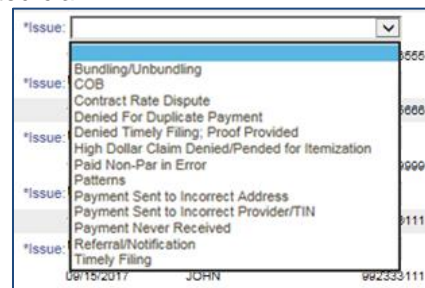


### Select Claims

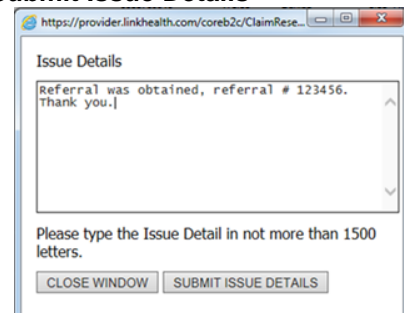
1. Select the desired claims by checking the corresponding boxes



2. Choose an **Issue** from the pull-down menu for each selected claim



3. Click the **Issue Description** for a selected claim
4. Enter the **Issue Details** in the pop-up box
5. Click **Submit Issue Details**



## Save Claims to a Project

- Once the desired claims are updated, click **Save To Claim Research Project**

The screenshot shows the 'Claim Research Project' search results page. At the bottom of the page, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT' (highlighted with a red box), and 'VIEW CURRENT RESEARCH PROJECT'.

**Note:** The draft project will be available for 14 days from the date of creation (the date the first claim was added).

## Manually Add Claims to a Research Project

- To manually add claims not found in a search, click **View Current Research Project**

The screenshot shows the 'Claim Research Project' search results page. At the bottom of the page, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT', and 'VIEW CURRENT RESEARCH PROJECT' (highlighted with a red box).

## Manually Add Claims to a Research Project (continued)

- Click **Manually Add Claims**

The screenshot shows the 'Claim Research Project' page with a table of claims. At the bottom of the table, there are four buttons: 'REMOVE CLAIM', 'MANUALLY ADD CLAIMS' (highlighted with a red box), 'SUBMIT FILE FOR RESEARCH', and 'RETURN TO CLAIM RESULTS'.

Research Project	Date of Service	Patient Name	Subscriber Number	Patient Account	Claim Number	Claim Amount	Status	Payable Amount
<input type="checkbox"/>	11/10/2017	NORMAN	99314322	09184	682000000	60.00	Denied	0.00
<input type="checkbox"/>	10/16/2017	VICTOR	85228711	67587	683999999	170.00	Denied	0.00
<input type="checkbox"/>	10/19/2017	VICTOR	85228711	67587	683999999	40.00	Denied	0.00
<input type="checkbox"/>	10/19/2017	DAVID	99092022	52985	683222222	40.01	Denied	0.00
<input type="checkbox"/>	10/13/2017	ALBERT	99261822	59100	677444444	165.00	Denied	0.00
<input type="checkbox"/>	10/12/2017	JAY	99458955	58851	683444444	170.00	Denied	0.00
<input type="checkbox"/>	10/12/2017	JAY	99458955	58851	683444444	60.00	Denied	0.00
<input type="checkbox"/>	10/11/2017	DEAN	99152096	67528	683000000	116.00	Denied	0.00
<input type="checkbox"/>	10/11/2017	JON	89529699	58878	677000000	65.00	Denied	0.00
<input type="checkbox"/>	10/10/2017	ANDREA	99448311	52414	6833742015	170.00	Denied	0.00
<input type="checkbox"/>	09/19/2017	JOHN	99233111	18854	683222222	168.00	Denied	0.00
<input type="checkbox"/>	09/05/2017	ALBERT A	09630777	96174	612222222	170.00	Denied	0.00

- Complete the required claim details
- Click **Save**

The screenshot shows the 'Manually Enter Claims' form. At the bottom of the form, there are five buttons: 'BACK TO SEARCH', 'REMOVE CLAIM', 'MANUALLY ENTER MORE CLAIMS', 'SAVE' (highlighted with a red box), 'CANCEL', and 'SUBMIT'.

**Note:** These claims should have the same Issue as others in the research project.

## Submit Research Project

- Once all claims have been added, (it must include 20 or more claims) click **View Current Research Project**

The screenshot shows the 'Claim Research Project' page in the Link system. At the top, there is a 'Quick Search' section with fields for 'Physician/Provider Tax ID' (050403) and 'Physician/Provider Name' (JOHN MD). Below this is a table of search results with columns for Date of Service, Patient Name, Subscriber Number, Patient Account, Claim Number, Claim Amount, Status, and Payable Amount. The table contains 15 rows of data. At the bottom of the table, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT', and 'VIEW CURRENT RESEARCH PROJECT'. The 'VIEW CURRENT RESEARCH PROJECT' button is highlighted with a red box.

## Resources and Information

Additional **Help Resources** are available at the [UHCprovider.com/link](https://UHCprovider.com/link)

- Click **Submit File for Research**

This screenshot is identical to the one above, showing the 'Claim Research Project' page. In this view, the 'SUBMIT FILE FOR RESEARCH' button at the bottom of the table is highlighted with a red box.

- Record your **Research File Identifier** from the confirmation page

The screenshot shows the 'Acknowledge Receipt' page in the Link system. It contains a message: 'Your claim research request has been received. Please allow 30 days for completion of your research request. Once a decision has been made regarding the request you will be able to view the through LinkAdvantage Online. If you have questions regarding the status of this request, please contact the appropriate customer service number located on the back of the envelope ID card.' Below the message, there is a box containing the following information: 'Submission Date: 10/10/2018' and 'Research File Identifier: 2506Uj9708U'. The 'Research File Identifier' is highlighted with a red box.