**claimsLink** is where you can look up claim status and payment information to understand how a claim was paid. You may also submit processed claims for reconsideration or appeal a decision. This guide will review how to submit and check the status of a reconsideration request.

### Get Started

1. From [UHCprovider.com](https://www.UHCprovider.com), click **Link** and sign in

2. Select **claimsLink**

### Confirm Information

1. Confirm the **Payer Name/ID**
2. Confirm, or if needed, change **Provider Information**

### Claim Search

**Select Search Type**

- If by **Member search**, select one of the first three choices and enter the appropriate **Member Information**

**Service Date Range**

- If by **Predefined Range**, click the appropriate radio button
- If by **Custom Range**, enter **Start Date** and **End Date**
- Click **Submit Search**

**NOTE:** Other search options include **Provider Only Search** which will return a maximum of 1000 claims. If there is an error, choose a single option instead of **All** and/or narrow the date range.

**NOTE:** If **Search by TIN ONLY** is not checked, then you must select a specific provider.
Flagged Claims

If there are previously Flagged Claims, a message will appear at step 3 and those flagged claims will be located below the Service Date Range.

You may have up to 20 claims flagged at a time.

Review Claim Information

1. Review the claim

Submit a Reconsideration Request/Corrected Claim

1. To submit a reconsideration request, if not satisfied with the outcome, or to submit a corrected claim, click View or Act On Your Claim

Note: If there is an open reconsideration request, this button will allow you to View Claim Reconsideration

2. Click Create a Claim Reconsideration

3. Review the Request Details

4. Complete the Provider Information

5. Choose a Request Reason from the pull-down menu (options include Submission of a Corrected Claim)

6. Enter the Requested Amount – the full amount you expect for the claim, regardless of any payment already received
Submit a Reconsideration Request (continued)

7. Explain the situation by adding a New Comment

8. You may Drag and Drop attachments or click Select files from your computer (Corrected Claim Submissions require attaching the corrected claim)

9. Choose the desired file from your directory and click Open

10. When complete, click Submit

11. You will receive a Confirmation screen with the Ticket Number

Check Reconsideration Status

1. At the beginning of the Claim Search, click the radio button for Claim Reconsideration
2. Choose a Search Type
3. Enter the Ticket Number or Date Range

4. Click Submit Ticket Search
5. Review the Reconsideration Request
6. If desired and the status is not “processed”, you may update the request

Note: If the reconsideration request has been fully processed, it will show Re-open instead of Update.

Additional Help Resources are available at the Link Resource Library and UHC on Air