**No Surprises Act — open negotiation request process for health care professionals**

Quick reference guide

**Overview**
The No Surprises Act of 2020 created legislation to protect patients from surprise balance billing. It is effective for plan or policy years beginning on or after Jan. 1, 2022 and applies to:
- Emergency services at out-of-network hospitals and free-standing emergency facilities
- Out-of-network health care professionals at in-network facilities
- Out-of-network air ambulance carriers

**Negotiation process**
The process is specific to out-of-network claims that are covered under the No Surprises Act.

If a health care professional disagrees with the payment amount of an out-of-network claim and wishes to object to it, they must submit a negotiation request to the payer. The health care professional and payer must then engage in negotiation for a period of 30 days after which the health care professional may seek resolution under the federal independent dispute resolution (IDR) process.

The provider remittance advice (PRA) you receive for the claim has instructions on initiating a No Surprises Act negotiation request with UnitedHealthcare. If the PRA directs you to use the UnitedHealthcare Provider Portal to submit your request, the step-by-step instructions on the next pages can help guide you through the process.

You may also send a negotiation request by email or mail. You must include both the U.S. Federal Open Negotiation Notice Form and the UnitedHealthcare Supplemental Open Negotiation Request Form.

- **Email:** UHG_IDR_Disputes@uhc.com
- **Mail:** UnitedHealthcare
  PO Box 31267
  Salt Lake City, UT 84131

If you use the provider portal to submit your negotiation request, you do not need to submit either form by email or mail.

**Key points**
- The No Surprises Act protects patients from surprise balance billing for defined out-of-network items and services
  — The protections of the law won’t apply if the member chooses to receive items and services from an out-of-network health care professional, with some exceptions
- It applies to individual, small group, and large group fully insured markets and self-insured group plans
- The fastest way to submit a negotiation request is through the UnitedHealthcare Provider Portal
How to submit a request for negotiation through the portal*

1 Log in to the UnitedHealthcare Provider Portal
   • Go to UHCprovider.com and select Sign In on the top right corner
   • Sign in using your One Healthcare ID and password
   If you don’t have a One Healthcare ID, go to UHCprovider.com/access to create one

*Images and sample data are for demonstration purposes only.
2. Search for the claim in dispute
   • Go to Look Up a Claim or Ticket
   • Select your preferred search criteria in the dropdown menu
   • Complete the remaining fields and click Submit Search

3. Locate the claim you’d like to submit for negotiation

   Select claim to request negotiation
4. Review the claim detail

5. Select Create Claim Reconsideration at the bottom of the Claim Detail page
Complete the form — in the Comments box, please note that you are requesting Negotiation for a No Surprise Billing Claim

For the Request Reason, select OON Negotiation from the dropdown menu

Add any supporting documents you have, then click Submit Reconsideration

Questions?
For general questions about the No Surprises Act, please see No Surprises Act | CMS for more information. If you have questions about a specific Qualifying Payment Amount that appears on your claim, please call Provider Services at 877-842-3210 from 7 a.m.–5 p.m. CT, Monday–Friday.

Your Independent Dispute Resolution (IDR) rights
After the Open Negotiation period is exhausted, you may have the right to file an Independent Dispute Resolution (IDR) through the CMS portal. If you file an IDR, please forward a copy of the completed Notice of IDR Initiation form you submitted to the CMS portal to UnitedHealthcare at UHG_IDR_Disputes@uhc.com. In addition, please use this email address when the CMS IDR form prompts you to provide an email address for UnitedHealthcare.