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 below can help guide you through the process.

Key points
- The No Surprises Act protects patients from surprise balance billing for defined out-of-network items and services
  — With some exceptions, 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
- It applies to individual, small group, and large group fully insured markets and self-insured group plans

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.
How to submit a request for negotiation*

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
Search for the claim in dispute
• Go to Look Up a Claim or Ticket
• Select your preferred search criteria in the drop-down menu
• Complete the remaining fields and click Submit Search

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

*Images and sample data are for demonstration purposes only.


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