





UnitedHealthcare Community Plan of Arizona

Service model quick reference guide for claim resolution

<p>Step 1</p> 	<p>Submit your claim reconsideration online or by phone.</p> <ul style="list-style-type: none">• Online: Sign in to the Provider Portal at UHCprovider.com/portal – Select the Claims tool under Claims & Payments• Phone: Call Provider Services at 877-842-3210 for ACC/DD or 800-293-3740 for LTC• Allow up to 30 days for processing* <p>For both options, be sure to obtain the call reference or online ticket number.</p>
<p>Step 2</p> 	<p>Check the status of your reconsideration request using the same method you used to submit the original reconsideration request.</p>
<p>Step 3</p> 	<p>Don't agree? Contact Provider Relations.</p> <ul style="list-style-type: none">• Email the Provider Relations team at westprteam@uhc.com if you don't agree with the outcome of the claim reconsideration. Include the following information in your email:<ul style="list-style-type: none">– Member name, date of birth, ID number and plan name– Claim number, date of service and billed amount– Reason for escalation– Rendering care provider name, tax ID number (TIN) and National Provider Identifier (NPI) number– Call reference or online ticket number
<p>Step 4</p> 	<p>Submit an appeal or dispute.</p> <ul style="list-style-type: none">• Appeal/dispute: When available, use the File Appeal button in the Claims tool or send a paper appeal/dispute to the claim address on the back of the member's ID card• Submission time frames: See the care provider manual at UHCprovider.com/manuals > Arizona

*Unless applicable law requires a different time period.

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