



Get Connected

to the UnitedHealthcare Network.

Hawaii

Quick Start Guide

to using our tools
and resources

Welcome.

On behalf of UnitedHealthcare, we want to personally thank you for joining our network. We're looking forward to working with you. Together, we can help our members live healthier lives—and in turn, create healthier communities.

We believe the best solutions come from working with each other to improve the patient experience and health outcomes. We're grateful you've chosen to join us and we're eager to collaborate with you to deliver quality, safe and cost-efficient care.

Yours in good health,

A handwritten signature in black ink that reads "Kalani Redmayne". The signature is written in a cursive, flowing style.

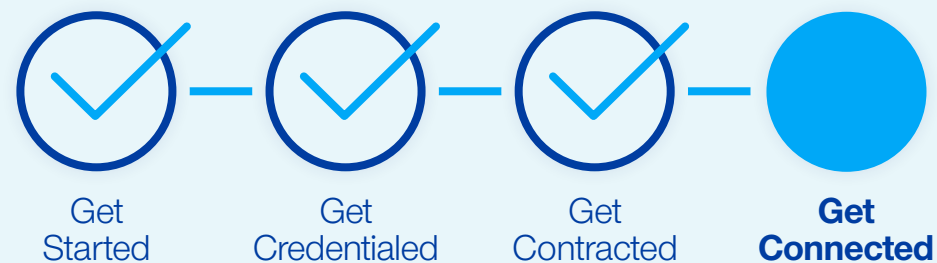
Kalani Redmayne
Vice President, Provider Network
UnitedHealthcare

Get Connected.

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Know who to contact for help.

If you're not able to complete a transaction or find the information you need using one of our online or self-service tools, there are four teams ready to help you:

UnitedHealthcare Connectivity Help Desk

When you have questions about [UHCprovider.com](https://uhcprovider.com) or need help using Link, call the help desk.

Call **866-842-3278**, option 1,
Monday–Friday, 9 a.m.–9 p.m. CT.

Provider Service Center

The Provider Service Center will answer eligibility, prior authorization, referral, claim questions and connect you to tools and resources to make your job easier.

Call **888-980-8728**, Monday–Friday, 7:45 a.m.–4:30 p.m. HST.

Provider Relations Team

When you need additional help, you can work with your local Provider Advocate. This team can assist with more complex situations that may require more one-on-one attention.

If you need assistance, email Hawaii_PR_Team@uhc.com.

Provider Network Management Team

If you have questions about network participation or your contract, you can work with the Network Management team in your area.

If you need assistance, email
Hawaii_network_management@uhc.com.

1 Verify your demographic and tax ID information.

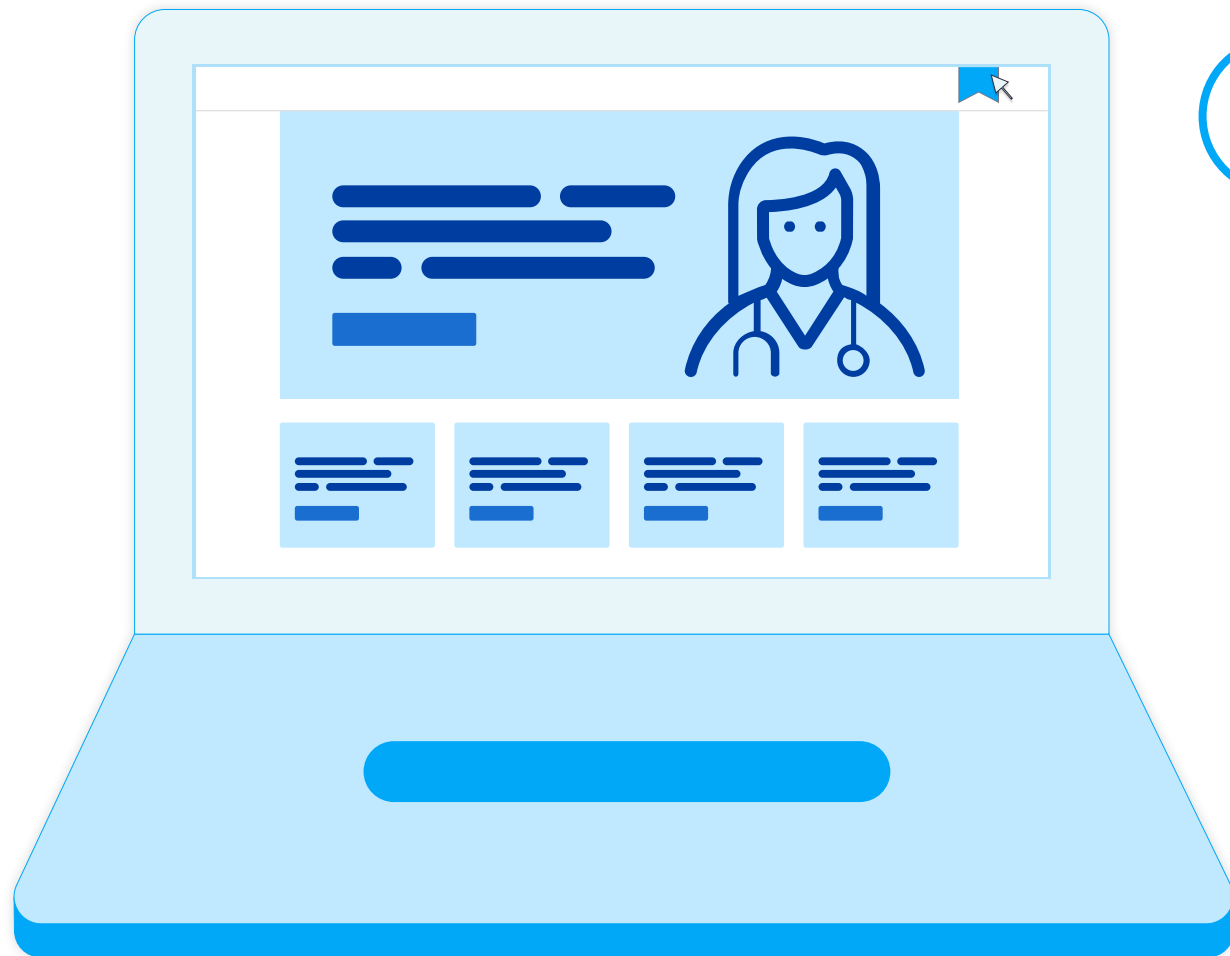
Keeping your demographic and tax information up-to-date is important for several reasons—it can help connect you with members searching for a care provider, and it supports claims processing and compliance with regulatory requirements.



Take a few minutes now to verify your demographic information:

Review your information in our **online directory** under **Find Dr.** on UHCprovider.com/HIcommunityplan. Look for the **Find Dr.** icon in the top right corner. If anything needs to be updated, submit changes to Hawaii_Network_Management@uhc.com.

In the future, you will be asked to verify and attest to your information every 120 days. You may also receive a call from us to verify your information.

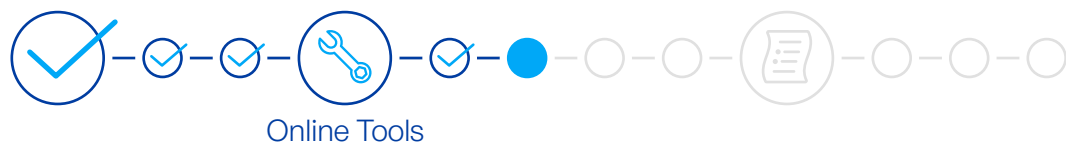


2 Bookmark the Community Plan page, UHCprovider.com/Hlcommunityplan

Our provider website is designed with you in mind. You'll find everything you need in one place:

- Easily access information and online tools to submit, view and take action on claims.
- Quickly find administrative guides, policies and protocols.
- Stay current with the newest developments from UnitedHealthcare and Optum.

Add UHCprovider.com/Hlcommunityplan to your bookmarks so you can quickly get the information you need, when you need it.



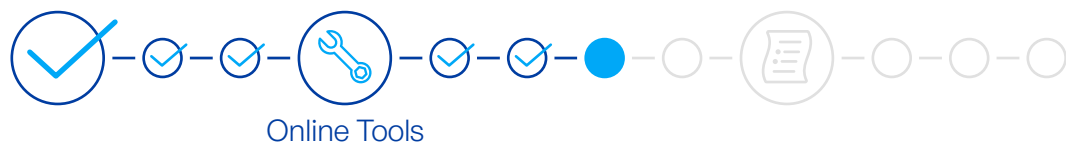
3

Create an Optum ID and Link Profile.

Link is your gateway to UnitedHealthcare’s self-service online tools. You’ll be able to complete a number of tasks—such as checking on member eligibility, benefits and claims for multiple UnitedHealthcare plans—all without having to pick up the phone.

Get started today.

- 1 Visit UHCprovider.com/link to learn more.
- 2 **Create an Optum ID to access Link.** Go to UHCprovider.com and click on “New User” in the upper-right corner of your screen. Simply follow the step-by-step on-screen instructions to request an Optum ID.
 - The Optum ID must be connected to the tax ID number of your practice, facility or organization.
 - Be sure your practice has a security management process to grant the appropriate access to staff members to perform online transactions.
- 3 **Start checking out Link.** You can submit claims and complete a number of other claims transactions, such as providing additional information that may be requested or requesting a reconsideration of a claim decision. You can also check member eligibility, locate quick reference guides and find other helpful resources.



4 Set up Optum Pay™ for electronic funds transfer.

The fastest way to receive payments is to enroll with Optum Pay for electronic funds transfer (EFT). Optum Pay is a fully integrated, full-service payment and remittance advice solution administered by Optum Bank® for all sizes and types of health care professionals.

Get started today.

Enrolling online is simple and easy:

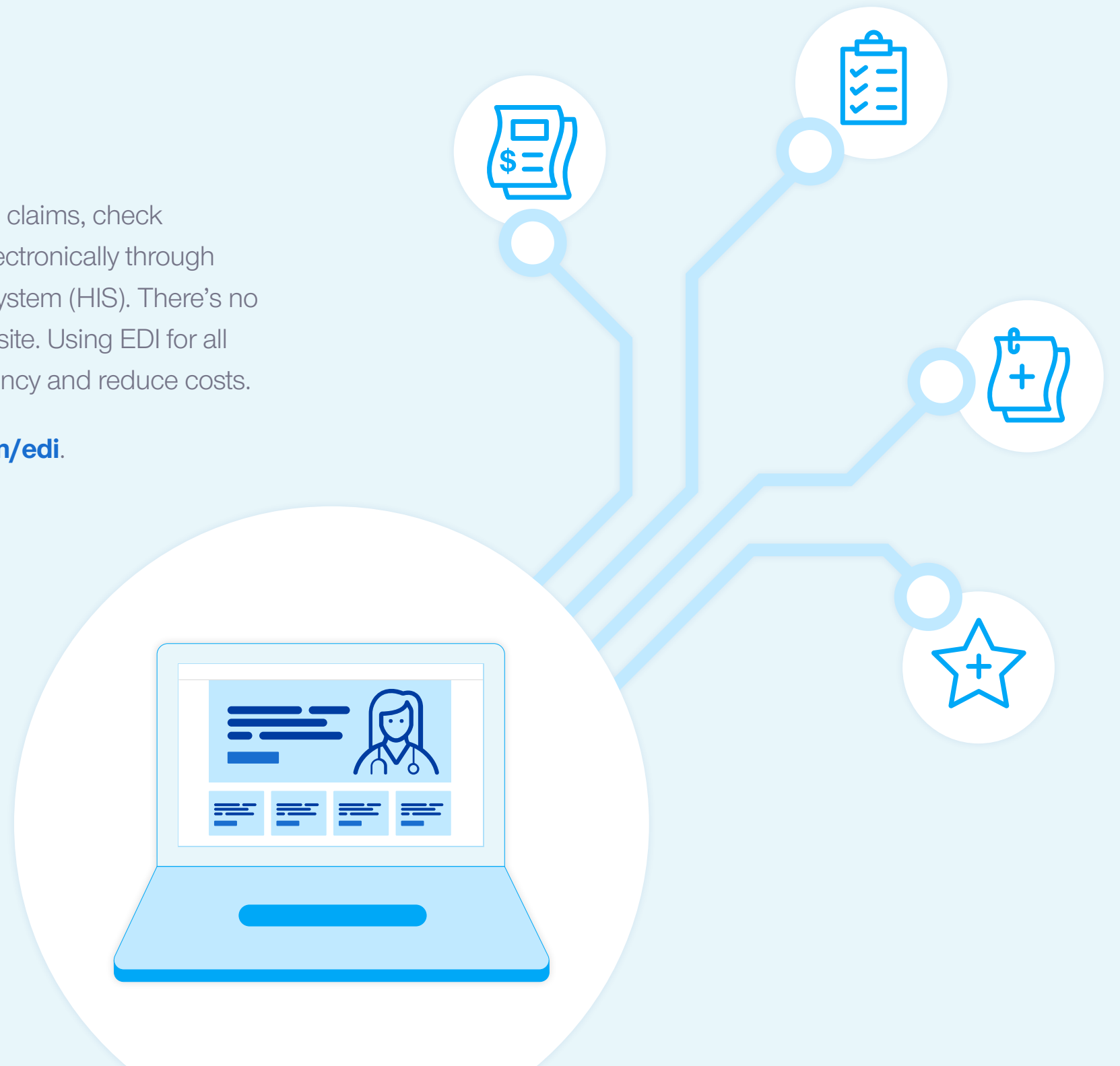
- 1 Visit UHCprovider.com/optumpay.
- 2 Click the “Enroll” button and follow the prompts to complete your enrollment.

Beginning in 2020, UnitedHealthcare will be replacing paper checks with Virtual Card payments. This will take place in phases. If you do not sign up for ACH through Optum Pay,™ you will begin to receive Virtual Card payments in place of paper checks. To learn more about Virtual Card payments, go to UHCprovider.com/payment.

5 Set up Electronic Data Interchange connections.

Through Electronic Data Interchange (EDI), you'll be able to submit claims, check eligibility, request prior authorization and referrals and more—all electronically through your practice management system (PMS) or hospital information system (HIS). There's no need to manually enter data, make phone calls or log into our website. Using EDI for all eligible UnitedHealthcare transactions can help you improve efficiency and reduce costs.

To learn more about EDI and to get started, visit UHCprovider.com/edi.



6 **Subscribe to receive *Network Bulletin.***

Our monthly electronic newsletter gives you and your staff the latest updates on UnitedHealthcare procedures, policy changes and other useful administrative and clinical information.

Visit UHCprovider.com/news to sign up.





7 Take the New Provider Orientation Training Course.

We have training options to help you stay up-to-date on the health care industry and learn how to use UnitedHealthcare's many tools and resources. Highlights include:

The New Provider Orientation Training Course

This short, half-hour course will help you and your staff learn more about the tools and other resources you'll need to use as you do business with UnitedHealthcare. It's available on demand, 24/7, so you can complete it whenever your schedule allows.

To access the course, [click here](#).

UHC On Air

This is a source for live and on-demand video broadcasts that give you in-depth program information and other updates from UnitedHealthcare. And, they're available from any device.

Check out all of the training options available at UHCprovider.com/training.



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Review the UnitedHealthcare Community Plan of Hawaii Care Provider Manual.

Before you see your first UnitedHealthcare member, make sure you and your staff are aware of the policies and protocols for UnitedHealthcare's Community Plan members.

To find the Care Provider Manual:

- 1 Go to UHCprovider.com/HIcommunityplan.
- 2 Select **Care Provider Manual** in the left menu bar.

Quick tips.

- Use eligibilityLink to find the member's plan name, view your participation status and download a copy of the member's ID card.

You're now connected.

We can't wait for you to begin.

