

What is a Provider Advocate?

UnitedHealthcare is committed to creating and maintaining trusting and sustainable relationships with our care providers. A dedicated Provider Advocate will serve on your behalf to help find solutions tailored to meet the needs of your specific practice or facility and help resolve any concerns or issues you may have with UnitedHealthcare.



Your Provider Advocate Team offers the expertise and knowledge to support a long-term collaborative relationship and will help to make working with UnitedHealthcare as easy as possible.

Whether you are looking for the latest resources available to simplify your claims submission process or need support resolving issues, your advocates can help.

What kind of support does my Provider Advocate Team offer?



Education and Training

Guide you to self-service claims, processing tools and online education resources

Help with issues that have not been resolved through the standard service channels

Share best practices and training for administrative processes

Keep you informed about new UnitedHealthcare initiatives that may impact your practice or organization

Provide access to performance data related to your practice

Offer training and onboarding for new care providers and staff members



Personalized Service

Listen to your challenges and opportunities and engage the appropriate UnitedHealthcare contacts to address them

Assist in navigating claims

reconsiderations and appeals process; self-service tools include:



Link portal



Provider call center



Regional mail offices

Escalate unresolved claims issues, where appropriate

Document, report and resolve administrative issues



Expert Guidance

Understand the tools and tactics to help simplify your administrative process

Connect you to UnitedHealthcare and Optum products and services that can support your practice or organization

Share industry best practices and provide objective consultation

Offer insight and additional resources on issues that may impact your organization, such as technology trends, emerging clinical issues (e.g., opioid abuse), value-based care and more



Your Provider Advocate Team is:

All unresolved claim issues should be sent to:
centralprteam@uhc.com (unless you have been otherwise instructed)

See attached MAP for your Advocate based on location

UnitedHealthcare Indiana Physician Advocate Territory Map

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