This action allows UnitedHealthcare Community Plan providers in Arizona to track the status of issues that were called into Customer Service.

Getting Started

1. From UHCprovider.com, click Sign In

2. Enter your Optum ID and Password, then Sign In

3. Select Health Plans by State from the Menu

Getting Started (continued)

4. Choose Arizona from the pull-down menu

5. Select Arizona Issue Tracker Online Form

Community Plan of Arizona
Issue Tracker
QUICK REFERENCE

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v20191022
**Issue Tracker**

1. Choose your search method *(All Issues* shown)
2. Select the appropriate provider information
3. Click Search

**Note:** For the *Issue ID* search option, you must enter the Issue ID also

For the *Date Range* search option, you must enter the Start Date and End Date

4. Click on **Details** for the particular issue

5. Review the **Issue Details**