

UnitedHealthcare Exchange plans

Quick reference guide

This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about UnitedHealthcare Exchange plans.



Link and UHCprovider.com

Use Link to perform secure transactions, such as checking member eligibility and benefits, submitting referral requests, managing claims and requesting prior authorization. Learn more and sign in at UHCprovider.com/Link.



Eligibility and benefits

Use Eligibility and Benefits on Link or call **888-478-4760**. Exchange plan members are required to pay the first month's premium before coverage goes into effect.

Insurers are required to provide a 3-month grace period before terminating coverage for non-payment of premium. Please check eligibility each time the member presents for service.



Network referrals

You can find a network provider using the online provider directory or by calling us. Referrals must be submitted for a network specialist **within the defined service area**.

- **Online:** Go to UHCprovider.com/findprovider
- **Phone:** Call **888-478-4760**

Referrals must be submitted by the member's assigned primary care provider (PCP) or a PCP within the same tax ID number (TIN). To submit a referral request, sign in at UHCprovider.com/referralLink. To submit a behavioral health service referral, please call **888-244-0789**. Referrals must be submitted electronically.



Prior authorization and notification

Prior authorization requests must be submitted electronically. Prior authorization requests that also require a referral will not be accepted unless a completed referral is on file.

To view the prior authorization list, visit UHCprovider.com/exchanges. To request prior authorization, sign in at UHCprovider.com/pan.



Prescription drugs

To view a complete list of drugs that require prior authorization, visit UHCprovider.com/exchanges.

- To request prior authorization for outpatient self-administered medications, call **800-711-4555**
- To request prior authorization for provider-administered medications, use the Prior Authorization and Notification tool on Link. Learn more and sign in at UHCprovider.com/pan.



Claims submission

Electronic claims:

- **EDI (Electronic Data Interchange):** Use the EDI 837 Health Care Claim transaction. The payer ID is 87726. Learn more about EDI at UHCprovider.com/edi.
- **Link:** Sign in at UHCprovider.com/claimsLink

Paper claims and reconsiderations:

UnitedHealthcare
P.O. Box 5280
Kingston, NY 12402



Claims management and reconsideration

Please use the claimsLink tool on Link or call **888-478-4760**.



Member and provider appeals

Please mail to:

UnitedHealthcare
Attention: Provider [Member] Dispute
P.O. Box 6111
Cypress, CA 90630

Standard requests: Fax 888-404-0940
Expedited requests: Fax 888-808-9123



Provider services

Phone: Call 888-478-4760

- Confirm member eligibility and benefits
- Check claims status
- Update facility/practice data
- Submit an appeal request

Representatives are available weekdays, 7 a.m.–7 p.m. Central Time (except major holidays)



Other resources

For more information about UnitedHealthcare Exchange plans, go to UHCprovider.com/exchanges or contact your Physician Advocate. To find a contact, visit UHCprovider.com/contactus > Find a Network Contact.



Sample Member ID Card

		<small>Printed: 07/29/2020</small>	
Health Plan (80840) 911-87726-04 Member ID: 123456789 Group Number: 000000			
Member: MEMBER NAME Value Bronze-B Payer ID 87726		Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.	
PCP Required		Web: myuhc.com/exchange/xxdoctors Member Services: 800-000-0000 24-hour physician access: 1-844-SEE-DOCS (1-844-733-3627)	
<small>Copays: PCP / Spec / UC / ER \$XX / \$XX / \$XX / \$XX</small> <small>DOI-0508</small>		Providers: 888-478-4760 or UHCprovider.com Medical Claims: PO Box 5280, Kingston, NY, 12402-5280 Pharmacists: 844-569-4143 OptumRx PO Box 650540, Dallas, TX 75265-0540	
		UHC Dental Providers: 800-822-5353 or uhcdental.com UHC Vision Providers: 800-638-3120 or spectera.com	
Referrals Required XX Compass HMO <small>Underwritten by [Appropriate Legal Entity]</small>			

Sample member ID card for illustration only. Actual information may vary.