

# Get ready for 2022 – UnitedHealthcare Individual and Family Exchange plans

## Office preparation checklist

We want to help you prepare to care for UnitedHealthcare Individual and Family Exchange plan members in 2022. To help ensure you and your staff are ready to care for these members, please be sure to check off the following items:

- Visit [UHCprovider.com/exchanges](https://UHCprovider.com/exchanges) to learn more about UnitedHealthcare Individual and Family Exchange plans
- Review the enclosed Welcome Kit to understand plan features, requirements and the defined service area for your state. Plan designs and benefits may have changed from 2021.
- Educate your clinical and administrative staff about your participation and requirements for referrals and prior authorization
  - **Note:** Referrals are not required for members in Alabama, Louisiana and North Carolina
- Modify your business processes to recognize referral-required plans, if applicable
- Review and share the enclosed flier with your patients to help them understand their plan benefits and resources
- Confirm your staff has security access to submit referrals if required, and/or check referral status using the Referrals tool at [UHCprovider.com/referrals](https://UHCprovider.com/referrals)
- Verify your demographic information and make changes using the My Practice Profile tool at [UHCprovider.com/mpp](https://UHCprovider.com/mpp)
- If you're a primary care provider (PCP), confirm your list of assigned patients, using the Document Library tool at [UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary)
- Contact your UnitedHealthcare network representative if you have questions about your participation. To find a network contact, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus) > Find a Network Contact.
- Review the care provider directory at [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider) to ensure any care providers you typically refer your patients to are in-network for UnitedHealthcare Individual and Family Exchange plans
- Take our self-paced training course at [UHCprovider.com/training](https://UHCprovider.com/training)
  - Training can help you and your staff learn more about Individual and Family Exchange plans and help prepare you to care for plan members