

# UnitedHealthcare Exchange Preparation Checklist

To help ensure you and your staff are prepared to see UnitedHealthcare Exchange members in 2021, please be sure to check off the following items:

- Review the enclosed Welcome Kit to understand Exchange plan features, requirements and the defined service area.
- Educate your clinical and administrative staff about your participation and requirements for referrals and prior authorization.
- Review and share the enclosed member flyer with your patients to help them understand their plan benefits and resources.
- Modify your business process to recognize referral-required plans, if applicable.
- Confirm your staff has security access to submit referrals and/or check referral status using the referralLink tool on Link. Learn more at [UHCprovider.com/referralLink](https://UHCprovider.com/referralLink).
- Verify your demographic information using the online directory and submit changes online using the My Practice Profile tool on Link. Providers may also use My Practice Profile to request demographic changes. Learn more at [UHCprovider.com/mpp](https://UHCprovider.com/mpp).
- If you're a primary care provider (PCP), confirm your list of assigned patients by using the Document Vault tool on Link. Learn more at [UHCprovider.com/documentvault](https://UHCprovider.com/documentvault).
- Contact your UnitedHealthcare network representative if you have questions about your participation. To find a network contact, go to [UHCprovider.com/contactus](https://UHCprovider.com/contactus) > Find a Network Contact.
- View [UHCprovider.com/exchanges](https://UHCprovider.com/exchanges) to learn more about our Exchange plans.
- Go to [UHCprovider.com/training](https://UHCprovider.com/training) to sign up for training and learn more about the UnitedHealthcare Exchange plans.
  - Training can help you and your staff learn more about the Exchanges and help prepare you to care for Exchange members.
  - Training sessions will provide an overview of the Exchange plans as well as details on benefits, verifying eligibility, requesting prior authorization, submitting electronic referrals and more.