

# Document library

## Electronic letters

Most claim, prior authorization, payment (including overpayment and appeal) letters and reports are in **Document Library**. They are available the day they're generated, so all authorized users in your organization can view them right away.

- 1 Sign in at [UHCprovider.com](https://UHCprovider.com) then select **Documents & Reporting** in the Provider Portal

- If not yet registered, consult [UHCprovider.com/access](https://UHCprovider.com/access)

- 2 Select **Document Library**

- A. Search: **Basic** (with 1 criterion from the dropdown menu) or **Advanced** (with multiple criteria)

or

- B. **Browse** by Folder then subfolder(s)

- C. **Open** a document by simply selecting the title

- You may **print** or **save** a copy

**Note:** there is a **Teams View** that allows you and your colleagues to work together and assign, hand-off and comment on documents at various stages to improve your efficiency, visibility and collaboration.

The screenshot shows the top navigation bar of the UHCprovider.com Provider Portal. The 'DOCUMENTS & REPORTING' menu item is highlighted with a red box. The page title is 'Hello' and there is a message: 'Before you get started, make sure your payer information and provider information in the top right corner of the page are correct. Try out our shortcuts to eligibility and claims information below for quick links to common tasks.'

The screenshot shows the 'Document Library' interface. A search bar is visible with a dropdown menu for 'Member ID' and a 'Search' button. A red box highlights the search area. Below the search bar, there is a table of documents. A red box highlights the 'Document' column of the table. The table has columns for 'Document', 'Primary ID', 'Folder', and 'Provider Name'. The table contains 5 rows of data.

Document	Primary ID	Folder	Provider Name
Commercial Prior Auth/Approved	A479479479	Prior Auth Letters	HS ASC
Commercial Prior Auth/Approved	A433433433	Prior Auth Letters	HS SNF
Commercial Claim Letters/Reimbursement Requests	D633636363	Claim Letters	HS MED CR
Commercial Claim Letters/Claims Recon Responses	D479479479	Claim Letters	HS HOSPITAL
Commercial Claim Letters/Other	DH59109096	Claim Letters	HS HOSPITAL

For more information

Please consult our interactive **Self-Paced User Guide** at [UHCprovider.com/claimsportal](https://UHCprovider.com/claimsportal).