

Reconsideration and appeal submissions going digital-only Feb. 1

Beginning Feb. 1, 2023, you'll be required to submit claim reconsiderations and post-service appeals, including attachments, electronically. This change affects most* network health care professionals (primary and ancillary) and facilities that provide services to commercial and UnitedHealthcare® Medicare Advantage plan members.

Note: This does not affect pre-service clinical appeals.

Two ways to submit electronically:

- 1 UnitedHealthcare Provider Portal:** Access our secure portal by visiting UHCprovider.com. Select Sign In, then enter your One Healthcare ID and password to get started.
 - [Register for a One Healthcare ID](#)
 - [See step-by-step submission instructions](#)
 - [Learn about the portal](#)
- 2 Application Programming Interface (API):** This common system-to-system interface automatically pulls and distributes data to your practice management system or any application you prefer. API requires technical programming between your organization and UnitedHealthcare.
 - To get started, go to the [API Marketplace](#) and follow the prompts
 - [Learn about API](#)

Please share these changes and digital workflow options with your team, including outside vendors, such as revenue cycle management companies.

Reminder: Submission requirements

There is a 2-step process for network health care professionals and facilities if they don't agree with the outcome of the original commercial or Medicare Advantage claim payment or denial. (Claim reconsiderations don't apply to some states based on applicable state law.)

[For more information, see the full announcement.](#)

What's ahead in paperless

Going into 2023, you can expect more paper submissions and mailings we send you to go digital. Later in 2023, we'll require you to submit claims and claim attachments electronically. We'll also continue to encourage UnitedHealthcare commercial members to use digital ID cards.

*Currently excludes: UnitedHealthcare commercial and Medicare Advantage Plans of Colorado, pharmacy, behavioral health, overpayment reconsideration and appeal requests, capitated and delegated health care professionals, All Savers, OneNet PPO, Preferred Care Network, Preferred Care Partners (delegated), Rocky Mountain Health Plan, Sierra Health & Life, Student Resources, Surest (formerly Bind), UnitedHealthcare FlexWork, UHC Global, UHC West, UMR, and UHOne/Golden Rule.



Questions?

General questions:

Contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.

Portal access/technical issues:

Contact UnitedHealthcare Web Support at providertechsupport@uhc.com or **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday. Primary Access Administrators may also contact Web Support for help updating notification emails.