

VCP statements won't be mailed after Feb. 3

Beginning Feb. 3, 2023, we'll no longer mail virtual card payment (VCP) statements. Instead, you can view them 24/7 in Document Library within the UnitedHealthcare Provider Portal or through an Application Programming Interface (API). When new documents are available in Document Library, an email will be sent to your organization's Primary Access Administrator (PAA).

This change affects network commercial and UnitedHealthcare® Medicare Advantage health care professionals (primary and ancillary) and facilities who are receiving VCPs.* It doesn't affect those using automated clearinghouse (ACH).

How to view VCP statements

- 1 UnitedHealthcare Provider Portal:**
 - **Document Library:** From any page on UHCprovider.com, select Sign In. Then enter your One Healthcare ID and password to get started.
 - In the menu, select Documents & Reporting > Document Library > Payment Documents folder

To learn more about Document Library, visit UHCprovider.com/documentlibrary or check out our [Document Library Interactive Guide](#).

- 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 [API Marketplace](#)
- Under Start up with APIs, click **Get Started**
- Select **Sign In** to request a meeting with an API consultant, then enter your One Healthcare ID and password
- Select **Complete Request**
 - Under API(s), select All Claims
 - Complete the form
 - In the Business Value section, type in Documents/Virtual Card Payment statements
 - Click **Request Now** to have our API team contact you
- [Learn about API](#)

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; and Behavioral Health.

PCA-1-22-03618-PO-WEB_11182022
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Questions?

General questions:

Call 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.

Please share these changes and digital workflow options with those who are affected, including outside vendors such as revenue cycle management companies.

