

835: Electronic Remittance Advice contact information

For help with your 835: Electronic Remittance Advice (ERA) files, please call the appropriate number from the list below. If you have questions about how a specific claim was processed, contact Provider Services at **877-842-3210**. If it is a UnitedHealthcare Community Plan claim, please call the phone number listed on the back of the member's health plan ID card.

835s with electronic funds transfers (EFTs)	
Description	Contact resources
835 format, data content and delivery	<ul style="list-style-type: none"> If you receive your 835 file from UnitedHealthcare®, contact Optum Pay at 877-620-6194 If you receive your 835 file from a clearinghouse, please contact your clearinghouse directly If you use Electronic Data Interchange (EDI) with UnitedHealthcare, contact EDI Support* for help with your 835 file
View a copy of your 835/ERA using Optum Pay: <ul style="list-style-type: none"> Go to UHCprovider.com/optumpay Optum Pay: Go to optum.com 	Optum Pay: Call 877-620-6194 <ul style="list-style-type: none"> Option 1 – For questions about electronic payments for an existing account or enrollment in Optum Pay Option 2 – For sign-in credentials or password reset inquiries on optum.com Option 3 – For billing service registration questions
Overpayments and recoupments	<ul style="list-style-type: none"> Optum Recovery: Call 800-727-6735
835s with paper checks	
Description	Contact resources
ERA/835 format and data content	<ul style="list-style-type: none"> If you receive your 835 file from a clearinghouse, contact your clearinghouse directly If you have a direct connection with UnitedHealthcare, contact EDI Support* for assistance
You received an ERA/835 but not a paper check	<ul style="list-style-type: none"> Call Customer Support at 866-675-1607 or the phone number specific to customer service for UnitedHealthcare Community Plan in your state
Questions regarding the delivery of your non-EFT 835	<ul style="list-style-type: none"> If you receive your 835 file from a clearinghouse, contact your clearinghouse directly If you have a direct connection with UnitedHealthcare, contact EDI Support* for assistance

Additional resources

*EDI support:

UnitedHealthcare commercial UnitedHealthcare Medicare UnitedHealthcare Oxford UnitedHealthcare West	EDI Transaction Support Form Email: supportedi@uhc.com Phone: 800-842-1109
UnitedHealthcare Community Plan	EDI Transaction Support Form Email: ac_edi_ops@uhc.com Phone: 800-210-8315

- For more information about Optum Pay including the Optum Pay User Guide, FAQs and a Quick Reference Guide, please visit UHCprovider.com/optumpay
- For more information on UnitedHealthcare's 835 transactions, refer to the [835: Electronic Remittance Advice \(ERA\) Companion Guide](#)
- Additional 835 solution guides related to provider level adjustments are located on UHCprovider.com/edi > [EDI 835: Electronic Remittance Advice \(ERA\)](#)



Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

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