Digital solutions comparison guide

For the UnitedHealthcare Provider Portal, API and EDI

This guide outlines and provides side-by-side comparison of the following digital solutions:

• **UnitedHealthcare Provider Portal**
• **Application Programming Interface (API)**
• **Electronic Data Interchange (EDI)**

These self-serve digital tools are designed to help you complete administrative tasks and get information faster, 24/7.

	UnitedHealthcare Provider Portal	API	EDI
What it is	A secure, online platform where all users who work with us, including third-party vendors, are required to obtain access to manage administrative tasks and find information. **It's the only way to access chat.**	Technology that allows you to automate the exchange of real-time data **Best for organizations that have technical resources to implement and maintain their use of APIs**	Exchange data in a standard HIPAA EDI X12 format with UnitedHealthcare and other payers
How it works	Access the portal by signing in on any page of **UHCprovider.com** using your One Healthcare ID and password	Your IT resources set up the submission or receipt of data based on your needs and timetable Transfer the data to and from your EHR practice management system, proprietary software or any application you prefer	Integrated with practice management or hospital information systems through a clearinghouse
When to use it	To complete administrative and claim-related tasks such as contracting and credentialing, updating demographic information, checking benefits and eligibility, checking prior authorization and claims status and submissions, viewing letters, reports and more	To exchange data related to submitting claims, checking claim status and payments eligibility and benefits, obtaining prior authorization, filing claim reconsiderations and appeals, retrieving documents, updating provider demographics and more	To digitally exchange data for claims, eligibility benefits, prior authorizations, notifications, referrals and remittances
Cost	Free	Free	Varies

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Eligibility and benefits	UnitedHealthcare Provider Portal	API	API extended 271	EDI 271
Member information, such as name, date of birth, gender, address and ID number	X	X	X	X
Insurance information, such as payer, Payer ID, plan description and claims address	X	X	X	X
View a member's ID card	X	X		
Member copay, coinsurance and deductible amounts	X	X	X	X
Out-of-pocket maximums	X	X	X	X
Therapy accumulators for most UnitedHealthcare commercial members	X	X	X	X
Vendor coverage	X	X	X	X
Health reimbursement account (HRA) information	X		X	X
Health savings account (HSA) information	X	X	X	
Funding type	X	X	X	X
Care opportunities for UnitedHealthcare® Medicare Advantage and UnitedHealthcare Community Plan members	X	X	X	X
Prior authorization and notification requirements*	X	X	X	
Referral requirements	X	X	X	X
Member language assistance/preference	X	X		
Network status for UnitedHealthcare commercial plans	X	X		
Primary care provider information (the Eligibility and Benefits tool provides enhanced details, such as tax ID number, effective dates and accountable care organization information)	X	X	X	X
Coordination of benefits information (for all health plans in the Eligibility and Benefits tool; only some health plans in EDI)	X	X	X	X
Detailed benefits (may vary by health plan) in the Eligibility and Benefits tool; Select Service Type Codes in EDI	X	X	X	X
Service coordinator for UnitedHealthcare Community Plan	X			
Provides other plan information if another active plan is available*	X	X	X	

*Information is not provided with the standard EDI transaction.

Claims status	UnitedHealthcare Provider Portal	API	API extended 277	EDI 277
Provides status and proprietary codes (EDI returns status codes only)*	X	X	X	X
Diagnosis codes	X	X		
Date a claim was received*	X	X	X	
EDI provides cardiology and radiology; the Claims tool on the portal provides cardiology, radiology, ambulatory payment classification (APC) and proprietary coding	X	X	X	X
Reimbursement logic at the line level	X	X	X	X
Copay, deductible and coinsurance amounts*	X	X	X	
Coordination of benefits information*	X	X	X	
Payment/check information (may vary by health plan)	X	X	X	X
View letters (may vary by health plan)	X	X		
Provider remittance advice (may vary by health plan)*	X	X	X	
Submit reconsideration requests	X	X		
Submit requested information for pending claims for most commercial and Medicare Advantage members	X	X		
Submit appeals	X	X		
Bulk recovery information for most commercial members	X			
Search claims by patient account number or claim number	X	X	X	X

*Information is not provided with the standard EDI transaction.

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Claims submissions	UnitedHealthcare Provider Portal	API	EDI 837
Submit a corrected claim	X		X
Professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members	X	X	X
Institutional claims	X	X	X
Secondary/coordination of benefits	X		X
Tertiary claims	X		X
Required fields highlighted	X		X
On-screen messages in the Claims tool if you need to correct certain errors before submission; with EDI, software vendors may provide this capability within the electronic claim form	X		X
Claim rejection errors, based on HIPAA edits applied*	X	X	X
Smart Edits are applied pre-adjudication to either alert health care professionals of potential billing errors that could result in a denial or notify them of upcoming new or changes in policies.	X		X
Eliminate paper, postage and mail time	X	X	X

*Within 24 hours after submission.

Referrals	UnitedHealthcare Provider Portal	API	EDI 837R
Request referral and return confirmation number	X	X	X
Check the status of a referral request	X	X	
Referral status returned at time of request	X	X	X
View, print or save confirmation numbers and timelines for submitted referrals*	X	X	X

*On the **UnitedHealthcare Provider Portal**, referral status is returned at the time of request for Community and Medicare Advantage plans. Commercial health plans referral status is 24–48 hours later.

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Prior authorization and notification	UnitedHealthcare Provider Portal	API	EDI 278A	EDI 278N	EDI 278I
Request prior authorization or notification	X		X	X	
Receipt number returned at time of request	X		X	X	X
Check the status of your request, including those made by phone	X	X			X
Notice of dismissal (discharge date) available	X			X	
Document retrieval to allow users to view/download clinical letters associated with existing cases	X				
Ability to access peer-to-peer and appeal requests	X				
Ability to access specialty submissions (e.g., cardiology and specialty pharmacy)	X				
Ability to save a draft case for 72 hours	X				
Ability to flag cases that are most important to the user	X				
Attachment uploads up to 25MB size limit per document	X				

Other functions	UnitedHealthcare Provider Portal	API	EDI
Document retrieval	X	X	
Care provider demographics update	X	X	

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Questions? We're here to help

For more information about the UnitedHealthcare Provider Portal:

- Website: **UHCprovider.com/portal**
- Chat: For chat options and contact information, visit **UHCprovider.com/contactus**

For more information about API:

- Website: **UHCprovider.com/api**
- Meet with a consultant: **apimarketplace.uhcprovider.com/welcome**
- API Marketplace: **apimarketplace.uhcprovider.com**

For more information about EDI:

- Website and contact information: **UHCprovider.com/edi**
- Request help: **EDI Transaction Support Form**
- Phone: **800-842-1109** or **800-210-8315** for UnitedHealthcare Community Plan