



# Quick-Start Guide.

UnitedHealthcare of Minnesota,  
North Dakota and South Dakota.



# Welcome.

Thank you for joining us! As a new payer in Minnesota, North Dakota and South Dakota, we have an extraordinary opportunity to collaborate with you in serving UnitedHealthcare members in the communities we call home.

We believe the best solutions come from working together to improve the patient experience and health outcomes. Together, we can help people live healthier lives and help the health care system work better for everyone.

Health care providers like you are vital to our success, and we're here to support you every step of the way. This guide will help you get started. Please let us know how we can help.

Yours in good health,

MN, ND and SD Provider Relations Team

# Getting-Started To-Do List.

Scroll or click on the links below for more information.

- 1:** Visit [UHCprovider.com](https://UHCprovider.com). >
- 2:** Access Link, your self-service portal. >
- 3:** Update credentialing and demographic data. >
- 4:** Set up Electronic Payments & Statements. >
- 5:** Confirm Electronic Data Interchange (EDI) connections. >
- 6:** Get familiar with the UnitedHealthcare health plan ID card. >
- 7:** Sign up for network bulletins. >
- 8:** Tune in to UHC On Air. >
- 9:** RSVP for a Provider Information Expo. >
- 10:** Add us to your contacts. >

# Get connected to tools, education and support.

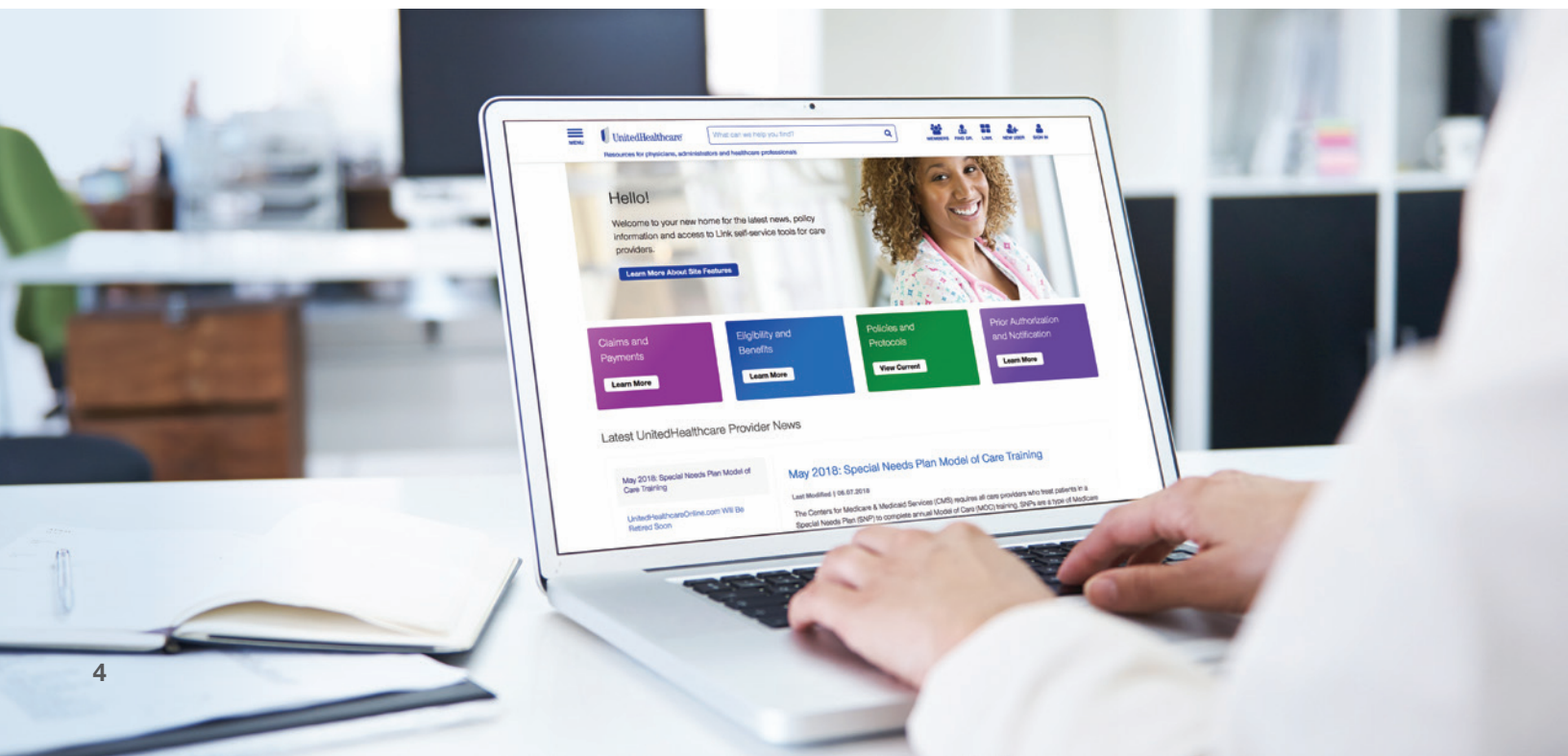
1.

## Visit [UHCprovider.com](https://UHCprovider.com).

Get access to information anytime using our new website designed specifically for health care providers.

- Easily search for information.
- Quickly find administrative guides, policies and protocols.
- Instantly access the most-used transactions and information.
- Stay current with the newest developments from UnitedHealthcare and Optum®.

Check it out at [UHCprovider.com](https://UHCprovider.com). Add it to your bookmarks, so it's there when you need it.



## 2.

## Access Link, your self-service portal.

We support providers' operational needs with Link, your portal to the tools and information you need to manage UnitedHealthcare member accounts. This self-service platform includes, but is not limited to, the following tools:

### **eligibilityLink.**

View health plan ID cards and detailed patient eligibility and benefits information.

### **claimsLink.**

Get claims information for UnitedHealthcare plans, including access letters, remittance advice documents and reimbursement policies. Submit corrected claims, reconsideration requests and appeals online.

### **Prior authorization and notification.**

Determine if prior authorization or notification is required and, if so, submit the request online. Check the status of notification and prior authorization requests — including those made by phone.

### **PreCheck MyScript.**

Get real-time prescription pricing for a patient's desired pharmacy. It also alerts you to drugs that limit member out-of-pocket costs or when utilization management (prior authorization, quantity limit or step therapy) is required.



You need an Optum ID to access Link. Sign up for one by visiting [UHCprovider.com](https://UHCprovider.com) and clicking on “New User” in the upper-right-hand corner of your screen.



### 3.

## Update credentialing and demographic data.

Credentialing is required for all licensed independent practitioners and facilities participating in the UnitedHealthcare networks prior to seeing UnitedHealthcare members. [Click here](#) for UnitedHealthcare's 2017–2019 Credentialing Plan.

#### **Providers serving UnitedHealthcare members prior to September 1, 2018:**

UnitedHealthcare's credentialing relationship with Medica will continue until August 31, 2018. Please maintain your credentialing status with Medica until that time. Beginning September 2018, all licensed independent practitioners and facilities contracted with UnitedHealthcare will need to begin credentialing directly with UnitedHealthcare. To ensure continuity of care for UnitedHealthcare members, contracted providers must complete the credentialing process by February 28, 2019. UnitedHealthcare will work closely with you to communicate expectations and processes leading up to this transition date.

Providers who want to initiate credentialing directly with UnitedHealthcare should submit credentialing applications to the Council for Affordable Quality Healthcare (CAQH). UnitedHealthcare is working to become a member of the Minnesota Credentialing Collaborative (MCC). UnitedHealthcare intends to begin accepting credentialing applications from the MCC beginning in July 2018.

**Providers who will be new to serving UnitedHealthcare members after September 1, 2018:** Please follow the credentialing process outlined [here](#) at [UHCprovider.com](http://UHCprovider.com).

Or call **1-877-842-3210** to request to be a participating care provider. Enter your Tax Identification Number (TIN). Select Credentialing, then Medical, then Join the Network. You will be transferred to a customer service representative who will request information about your practice.



Questions? Give us a call. **1-877-842-3210**  
7 a.m. to 7 p.m. CST

## 4.

### Set up Electronic Payments & Statements.

Use the Electronic Payments & Statements (EPS) tool on [UHCprovider.com](https://UHCprovider.com) to receive electronic funds transfers (EFT) and electronic remittance advice (ERA) information.

Receive claims payments by direct deposit or Virtual Card Payment (VCP), 5 to 7 days faster than with paper checks.

[Click here](#) to view or print remittance advice and post payments manually to your practice management system. Or have them posted automatically using the 835 ERA file.

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## 5.

### Set up Electronic Data Interchange (EDI) connections.

Make sure you are prepared to submit claims and other EDI transactions to UnitedHealthcare.

[Click here](#) to view UnitedHealthcare requirements for exchanging electronic data and national standards for electronic data exchange among providers, health care plans, clearinghouses, vendors and other health care business associates.

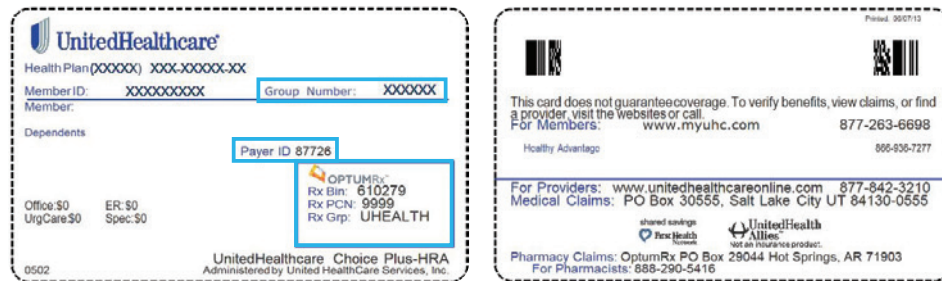
UnitedHealthcare interacts with many clearinghouses and does not endorse a particular one. However, most of our transactions go through OptumInsight, a clearinghouse owned by Optum, an affiliate of UnitedHealthcare. Optum also interacts with many clearinghouses.

# 6.

## Get familiar with the UnitedHealthcare health plan ID card.

Our health plan ID cards make it quick and easy to confirm member eligibility and access important member information.

The **UnitedHealthcare payer ID number** remains the same: **87726**.



# 7.

## Sign up for network bulletins.

Our monthly eNewsletters have the latest information from UnitedHealthcare that's important to you.



# 8.

## Tune in to UHC On Air.

Live and on-demand training and educational videos are tailored exclusively for providers in Minnesota, North Dakota and South Dakota.

To get started, visit [UHCprovider.com](http://UHCprovider.com) and click on the **Link** button in the top-right corner. Then, select the **UHC On Air** app tile on the Link dashboard, select the **UHC News Now** channel and choose the **Link and Provider Self-Service** series. Find your state's channel and see and hear updates from us.



# 9.

## RSVP for a Provider Information Expo.

Let us introduce ourselves! Join our team for the first UnitedHealthcare of Minnesota, North Dakota and South Dakota Provider Information Expo.

### Wednesday, August 8

Morning session: 7:30 to 11:30 a.m. CST  
Afternoon session: 12:30 to 4:30 p.m. CST

UnitedHealthcare Conference Center  
9700 Health Care Lane, Minnetonka, MN 55343

Visit the exhibit hall at the Expo to meet staff and to get to know more about UnitedHealth Group. Attend breakout sessions to learn more about UnitedHealthcare and our provider service model, including self-service tools and resources to help us work together efficiently.

Join us for the morning or afternoon session — the agenda will be the same for both sessions. Short on time? Come whenever you can throughout the day.

**RSVP by July 20, 2018.**



Save the date for other Provider Information Expos that are currently being planned in North Dakota and South Dakota.

### South Dakota Provider Information Expo

Wednesday, August 22, 2018, 1 to 5 p.m. CST  
Holiday Inn City Centre  
100 West 8th Street, Sioux Falls, SD 57104

### North Dakota Provider Information Expo

Wednesday, September 26, 2018, 1 to 5 p.m. CST  
Ramkota Hotel & Conference Center  
800 South 3rd Street, Bismarck, ND 58504

Invitations and RSVP information coming soon.



# Get in contact for information and support.

10.

## Add us to your contacts.

### Provider Service Center.

UnitedHealthcare's commitment to building strong partnerships with local providers includes the creation of a provider call center based in Minnetonka, MN. This team will address concerns, answer questions and connect you to available tools and resources to make your job easier. Call **1-877-842-3210**, available 7 a.m. to 7 p.m. CST.

### Provider Network Management Team.

Contact this local team if you have questions about your UnitedHealthcare contract.

[MN\\_contracting@uhc.com](mailto:MN_contracting@uhc.com)

[ND\\_contracting@uhc.com](mailto:ND_contracting@uhc.com)

[SD\\_contracting@uhc.com](mailto:SD_contracting@uhc.com)

### Provider Relations Team.

We are an experienced team that lives and works near you so we can better support you in delivering an excellent patient experience. We are here to help when you're not able to get what you need from our self-service tools or the Provider Service Center.

[MN\\_provider\\_relations@uhc.com](mailto:MN_provider_relations@uhc.com)

[ND\\_provider\\_relations@uhc.com](mailto:ND_provider_relations@uhc.com)

[SD\\_provider\\_relations@uhc.com](mailto:SD_provider_relations@uhc.com)



A welcome message for you from your team at UnitedHealthcare.



Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their 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 Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.

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