

Get the Power of Self Service

Save time, get better documentation and reduce paper by using Link.

Are you using our most powerful online tools? You should be! Link's self-service tools can quickly provide the comprehensive information you need for most UnitedHealthcare benefit plans — without the extra step of calling for information. Plus, you can print your activity or record reference numbers for better documentation, and reduce paper costs by submitting your work online!

Save Time and Increase Productivity*

If your organization calls UnitedHealthcare 300 times, that's 32.5 hours on the phone. If you shift the 300 calls to Link transactions, your staff will spend only 4.7 hours online. That's a savings of more than 27 hours!

Superior Documentation

Use the PDF feature on our apps to save or print onscreen information, or record reference numbers for quick and easy documentation of your online submission.

Save on Paper Costs

Paper and handling costs are a commonly overlooked area for cost reduction in health care. Link tools allow you to submit information online so you don't need to print records and then fax or mail them to us. Plus, you can opt out of mailed delivery of the claim letters available in our Document Vault tool to help reduce paper and the manpower needed to open and organize them.

Get started today!

To sign in to Link, go to UHCprovider.com and click on the Link button in the upper right corner.

For more information, go to UHCprovider.com/Link.

New to Link? Go to UHCprovider.com/newuser.

Call Transaction Time	
Number of calls per month	300
Average time per call (minutes)	6.5
Total hours per month	32.5
Link Transaction Time	
Number of transactions	300
Average transaction time (minutes)	0.94
Total hours per month	4.7
Estimated Time Savings	
Estimated monthly time savings (hours)	27.8

Link: Online self service for care providers



* Average call time was calculated from a UnitedHealthcare call study in June 2016 for pre-service and claims follow-up calls and does not include hold time. Average Link transaction times were determined based on user app testing in February 2016.

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. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, Inc., 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.