

Tools for Care Providers

When you use **Link**, you'll quickly get the answers you need so you can save valuable time and get better documentation. You'll need an Optum ID to get started — go to UHCprovider.com/newuser.

Pre-Service Tools

Eligibility and Benefits

Sign in Use **eligibilityLink** to check eligibility and benefit details, including:

- Copay, coinsurance and deductible amounts
- Referral and prior authorization requirements
- Care provider's network status for most plans
- View or print a member's digital ID card

More information: UHCprovider.com/eligibilitylink

Estimate Cost of Care

Sign in Use **Claim Estimator** to view a reimbursement estimate for a *commercial* claim and share the estimated cost of a procedure with your patient before treatment.

More information: UHCprovider.com/link

Prescriptions

Sign in Use **PreCheck MyScript** to:

- Check prescription coverage and out-of-pocket costs at the member's pharmacy
- Get information on lower-cost prescription alternatives, if available, to help save members money
- See which prescriptions require prior authorization, or are non-covered or non-preferred.
- Request prior authorization and receive status and results

More information: UHCprovider.com/pcms

Referrals

Sign in Use **referralLink** to submit or check the status of a referral request.

More information: UHCprovider.com/referrallink

Prior Authorization or Notification

Sign in Use the **Prior Authorization and Notification** tool to:

- Check if a procedure code requires prior authorization
- Submit or check the status of notification and prior authorization requests
- Get real-time authorization approvals for some requests

More information: UHCprovider.com/paan

Sign in Use **Document Vault** to view prior authorization letters for commercial, Medicare and UnitedHealthcare West plan members — before you'd receive them in the mail.

If you'd like to stop receiving these letters in the mail, see the [Paperless Delivery Options](#) tool.

More information:

UHCprovider.com/documentvault

Claims Submission and Follow Up

Submit Claims

Sign in Use the **Claim Submission** tool to submit a professional or National Drug Code (NDC) claim.

More information: UHCprovider.com/link

Sign in Use **Optum Intelligent EDI** to submit multi-payer transactions online or through a clearinghouse for commercial, Medicare and UnitedHealthcare Community Plan members.

Excludes Harvard Pilgrim, The Alliance and NDC Home Infusion Specialty Pharmacy Claims. Charges apply for an all-payer solution.

More information: UHCprovider.com/ediconnect

Claims Follow Up

Sign in Use **claimsLink** to:

- View claims status
- Submit claim reconsideration requests or appeals
- Upload or enter information for pending commercial claims

More information: UHCprovider.com/claimslink

Sign in Use **TrackIt** to see your work at a glance and take action:

- Check on your most recent updated reconsiderations and pended claims
- Sign up to get emails about your submissions

More information: UHCprovider.com/trackit

Sign in Use **Document Vault** to view, download or print claim letters for most commercial and Medicare plan members — before you'd receive them in the mail.

If you'd like to stop receiving these letters in the mail, see the Paperless Delivery Options tool.

More information:

UHCprovider.com/documentvault

Sign in Use **Claim Research Project** to submit a reconsideration request for multiple claims with the same denial reason or issue.

Not applicable for UnitedHealthcare West claims.

More information: UHCprovider.com/link

Payments and Provider Remittance Advice (PRA)

View or Print Remittance Advice

Sign in Use **Single Explanation of Benefit (EOB)** to search for provider remittance advice by tax ID number (TIN) and payment number or TIN, status and date.

More information: UHCprovider.com/link

Sign in Use **Document Vault** to view, download or print PRA for commercial, Medicare and Medicaid members — before you'd receive them in the mail.

If you'd like to stop receiving these letters in the mail, see the Paperless Delivery Options tool. You'd also receive UnitedHealthcare West payment packages in Document Vault.

More information: UHCprovider.com/documentvault

Electronic Funds Transfer (EFT)

Sign in Enroll in **EPS/Optum Pay** to:

- Receive EFT or virtual card payments for most plans
- View or print remittance advice and payment information. *Paper is no longer mailed*
- Get electronic remittance advice (ERA)/835 files by free download or clearinghouse connection

More information: UHCprovider.com/eps

Sign in Use **UnitedHealthcare West EFT Enrollment** to enroll or make changes to EFT and 835s for your UnitedHealthcare West claims.

Currently applies to payments from SignatureValue and Medicare Advantage plans.

More information: UHCprovider.com/link

Look Up Fee Schedules

Sign in Use **Fee Schedule Lookup** to view commercial fees. Available for participating care providers only. Fees are not available for revenue codes, anesthesia codes, dental Healthcare Common Procedure Coding System (HCPCS) or United Behavioral Health plans.

More information: UHCprovider.com/link

Clinical Tools

Patient Health Records

Sign in Use **Individual Health Record** to view a unified record of your patients' history, including lab results and prescribed medications, based on claims submissions.

More information: UHCprovider.com/ihr

Premium Program

Sign in Use **UnitedHealth Premium®** to view evaluation details for your physician or group in the Premium program.

More information: UHCprovider.com/premium

Letters, Documents and Reports

Claim and Prior Authorization Letters, Provider Remittance Advice and Reports

Sign in Use **Document Vault** to view, download or print:

- Claim letters for most commercial and Medicare plan members
- Prior authorization letters for commercial, Medicare and UnitedHealthcare West plan members
- UnitedHealthcare West payment packages*
- Reports for UnitedHealthcare and UnitedHealthcare West

If you'd like to stop receiving these letters in the mail, see the [Paperless Delivery Options](#) tool.

**Added to Document Vault after you turn off the mail.*

More information:

UHCprovider.com/documentvault

Learn More

Go to UHCprovider.com/link for more information. You can also check out our [instructor-led webinars](#).

If you have questions about using Link, call the UnitedHealthcare Connectivity Help Desk at **866-842-3278, option 1**, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.

Password Owner Tools

Manage Link User Access

Sign in Use **Link Security** to:

- Grant multi-TIN access, which allows users to have a single Optum ID for all the TINs they need to access
- Approve or deactivate access
- Assign roles that determine which tools the user can access
- Assign profiles that determine which TINs, specialties and physicians/facilities the user can access
- Download a report of users and their access

More information: UHCprovider.com/linksecurity

Only For Password Owners and ID Administrators

Turn Off Mail Delivery

Sign in Use **Paperless Delivery Options** to turn off paper delivery of some or all the letters in Document Vault and set up email notifications.

Paperless Delivery Options is available to Password Owners only. Document Vault can be used by anyone with the appropriate access.

More information: UHCprovider.com/paperless

Make Demographic Updates

Sign in Use **My Practice Profile** to:

- View, update and attest to demographic and location data for your practice
- View contracted UnitedHealthcare plans for care providers

Not yet available to all facilities and ancillary organizations.

More information: UHCprovider.com/mpp