

Upgraded My Practice Profile App on Link

Frequently Asked Questions

Key Points

- Authorized users can use the upgraded My Practice Profile app on Link to review and update* demographic data and attest to its accuracy.
- Link users will receive access to the upgraded My Practice Profile app in phases through Summer 2018.
- The app is not yet available for hospitals and other facilities.

Overview

To help you verify that the demographic information we have for your organization is complete, current and accurate, we're upgrading the My Practice Profile app on Link. We're introducing the upgraded app to physicians and other health care professionals in a phased launch through Summer 2018. The app is not yet available for hospitals and other facilities.

Once your organization has access to the upgraded app, ID Administrators and other authorized users can use it to review and update* the care provider demographic information UnitedHealthcare has for your organization, including:

- Office locations and hours
- Phone, fax and website information
- Ages and genders served
- Languages spoken
- Whether you're accepting new patients
- And more

You can also complete your required quarterly demographic data attestation using the upgraded My Practice Profile app. For information about the attestation requirement, please review the [Care Provider Demographic Data Attestation Frequently Asked Questions](#).

We'll send your organization's Link Password Owners and ID Administrators a notification email when you have access to the upgraded app. To use the app, please go to UHCprovider.com and click on the Link button in the top right corner. After signing in, select the My Practice Profile app on your Link dashboard.

Frequently Asked Questions and Answers

Q1. Why should I use My Practice Profile?

A1. The My Practice Profile app is a simple way to update the care provider and practice information UnitedHealthcare has for your organization. The accuracy of the demographic data we have on file for you is critical to both of our businesses:

- Connects you with members searching for care
- Supports claims accuracy and timely reimbursement
- Helps meet Centers for Medicare & Medicaid Services (CMS) guidelines for quarterly contact with contracted providers

Changes you make in My Practice Profile will update the data we have for you throughout our systems. And, we can process the changes you request through the app faster than by any other means.

The app also allows you to complete your required quarterly attestation to the accuracy of your demographic information.

Q2. When will the upgraded My Practice Profile app be available to me?

A2. All Link users currently have the My Practice Profile app on their Link dashboard and can use it to submit Disclosure of Ownership and Management forms for Medicaid. The upgraded app is being launched to physicians and other health care professionals in phases through Summer 2018. Password Owners and ID Administrators will receive an email notification when the upgraded app has been added to their Link dashboard.

Q3. Will My Practice Profile replace the Practice and Facility Profile function on UnitedHealthcareOnline.com?

A3. No, the Practice and Facility Profile function is still available on UnitedHealthcareOnline.com.

Q4. Can hospitals and facilities use My Practice Profile?

A4. No, My Practice Profile is currently only available to individual care providers and practices. We're working to make it available to hospitals and other facilities in the future.

Q5. How do I view my practice's information on Link?

A5. To view the care provider demographic information we have for your organization, go to UHCprovider.com, and click on the Link button in the top right corner. After signing in, select the My Practice Profile app on your Link dashboard.

Q6. How do I update and attest to my organization's information using My Practice Profile?

A6. If you're an authorized user, here's how you can use the upgraded My Practice Profile app to confirm that the demographic information we have for you is complete, current and accurate:

- Sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com.
- Select the *My Practice Profile* app from your Link dashboard.
- Select *Verify Demographic Info*.
- If the data we have is correct, click *Attest*.
- If the data we have is incorrect, update it* using the app and *Submit Changes*, then click *Attest*.

Q7. Who in my organization is authorized to use My Practice Profile?

A7. You must have submission/updating rights to make changes to the demographic information for your organization. If you need access to My Practice Profile, please contact your organization's [Password Owner or ID Administrator](#).

If you're a Link Password Owner or ID Administrator, you can confirm and update who in your organization can access My Practice Profile. Any Link users with a role of "All Transactions" or "Administration – Pre-defined IA" have access to view and update demographic information on behalf of your practice. Additionally, these users will receive email reminders about completing attestation to the accuracy of your practice's demographic data every 90 days. [Learn about managing user access](#).

Q8. How can I learn more about using My Practice Profile?

A8. Join us for a live, instructor-led webinar by visiting UHCprovider.com/training > My Practice Profile > [Register for the Next Session](#). You can also view videos and other resources at UHCprovider.com/MyPracticeProfile.

Q9. Who do I contact if I have questions?

A9. Please contact the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, Monday – Friday, 7 a.m. – 9 p.m. Central Time.

* Care providers who participate with **UnitedHealthcare Community Plan of Hawaii** should not use My Practice Profile to update demographic information. Instead, please call 888-980-8728 to make demographic updates.

Delegated providers who submit **UnitedHealthcare Community Plan of Michigan** demographic updates through a separate process should not use My Practice Profile to update demographic information. Instead, please continue to submit those updates using your existing process.

For **care providers in California**: Information about SB137 is available in the Notification of Practice or Demographic Changes on page 238 of the 2018 UnitedHealthcare Care Provider Administrative Guide available at UHCprovider.com/en/admin-guides/2018-uhc-admin-guide.html.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, 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.