

Onboard Pro

Frequently asked questions

Overview

Faster and easier credentialing with Onboard Pro

Onboard Pro is our new and improved credentialing tool on the UnitedHealthcare Provider Portal. Participating medical groups and clinics can easily submit a request to add new care providers to their tax ID number (TIN).

Access will be rolled out in phases over the next several months. Onboard Pro will replace the **Request for Participation (RFP) portal**, available on **UHCprovider.com** after the entire roll-out has occurred.

If you simply need to make demographic updates or move a care provider from one group to another, please use your current process. Additionally, medical groups under a delegated credentialing arrangement (delegated groups) are excluded from this process and should continue to submit through their normal process for delegated entities.

Key points

- Onboard Pro is a faster and easier credentialing tool that will replace the RFP portal
- Add new care providers to the contract for your tax ID number (TIN)
- State-by-state rollout happening throughout 2020

Frequently asked questions

Why did UnitedHealthcare create a new credentialing tool?

You talked and we listened. By letting us know the existing RFP portal and process is inefficient, we knew we needed to create something new. When a new provider joins your TIN, you can use Onboard Pro to quickly submit a request to add the provider to your existing contract.

Onboard Pro connects with Council for Affordable Quality Healthcare (CAQH) ProView®, so we can automatically retrieve most credentialing and demographic information without the need for you to enter the same information on your request. This will make the process quicker and easier for you.

Onboard Pro will quickly give you a status and direction on next steps including if credentialing is required based on the specialty, if additional data is required for our credentialing process, or if you need to work directly with a UnitedHealthcare partner to complete the credentialing process.

How will the new tool help my practice?

- **Helps you save time** – Onboard Pro integrates with CAQH ProView®. You'll no longer need to re-enter the same information for UnitedHealthcare
- **Experience less back-and-forth** – If information beyond what we receive from CAQH is required, you'll find out immediately
- **Immediate confirmation** – A reference number will be emailed to you shortly after your application is received
- **Check status 24/7** – Your personal dashboard will show the status of every credentialing request you've submitted using Onboard Pro

Can I use Onboard Pro for all care providers?

We're working to make Onboard Pro functional for all care providers. In the meantime, we're rolling it out state by state to groups who can use it — so you don't have to wait. Currently, Onboard Pro can be used by participating medical groups in the following states:

Alabama	Iowa	Nevada	Rhode Island
Alaska	Kansas	New Hampshire	South Carolina
California	Louisiana	New Jersey	South Dakota
Colorado	Maine	New Mexico	Tennessee
Connecticut	Maryland	North Carolina	Utah
Delaware	Massachusetts	North Dakota	Vermont
Florida	Michigan	New York	Virginia
Georgia	Mississippi	Ohio	Washington D.C.
Idaho	Missouri	Oklahoma	West Virginia
Illinois	Montana	Oregon	Wisconsin
Indiana	Nebraska	Pennsylvania	Wyoming

We'll keep you updated by email as new states roll out. Please continue to use the **RFP portal** for providers outside of Onboard Pro operational states. Delegated groups can't use Onboard Pro and should follow their normal process (i.e., group adds).

What do I need to do to get started with Onboard Pro?

1. If you haven't used our UnitedHealthcare Provider Portal website before, you'll need to register for a One Healthcare ID. Learn more and start your registration at UHCprovider.com/newuser.
2. Before using Onboard Pro, please be sure your care provider has registered with **CAQH**, updated their information and authorized UnitedHealthcare to see their information
3. Sign in to the UnitedHealthcare Provider Portal
4. Go to "Practice Management" in the top right corner
5. Select "Onboard Pro" to open the application

Get Onboard Pro

How do I get a One Healthcare ID?

The One Healthcare ID is your key to getting connected with us electronically and making the best use of our self-service tools on the UnitedHealthcare Provider Portal. To register or view a guide, please go to UHCprovider.com/newuser.

When should I use Onboard Pro, RFP portal, My Practice Profile or HP demo?

Here's a quick overview to learn when to use Onboard Pro or a different tool:

Add a brand new provider to an existing UnitedHealthcare group agreement – You'll submit your request for participation through **Onboard Pro**, if you have access, or use the **RFP portal**.

Submit demographic updates – You'll use **My Practice Profile***, if you have access, or send an email to hpdemo@uhc.com.

Here's a more in-depth look at our tools

Onboard Pro (if you have access)

Use Onboard Pro on the UnitedHealthcare Provider Portal to request participation for a new care provider in your TIN. Even though your practice has a UnitedHealthcare agreement in place, you'll still need to complete the credentialing process before the provider can see patients on an in-network basis.

Information for delegated providers, hospitals and facilities, optometrists, mental health practitioners, dental providers, chiropractors and more can be found at UHCprovider.com/join.

RFP portal (if no access to Onboard Pro)

Use the **RFP portal** to request participation for a new care provider in your group if you don't yet have access to Onboard Pro.

My Practice Profile (if you have access)

Use My Practice Profile on the UnitedHealthcare Provider Portal to view or update the following information:

- Office address(es) and hours
- Phone, fax, email address and website
- Provider accepting patients/panel status
- View and export accepted health insurance plans and effective dates
- Hospital/group affiliations
- Ages and genders served
- Languages spoken
- Specialties
- Provider date of birth
- Change or remove providers and groups from your tax ID number (TIN)
- Medical school and degree(s)
- National provider identifier (NPI) number
- Professional licenses
- Cultural competency training completion

Visit UHCprovider.com/mpp for more information.

Email your update (if no access to My Practice Profile)

Complete the demographic change form and email it to hpdemo@uhc.com to submit demographic changes or remove a care provider from your group.

* My Practice Profile is available to individual care providers and practices. We're working to make it available to hospitals and other facilities soon.

For **UnitedHealthcare Community Plan**, providers must also update their information with the applicable state Medicaid programs.

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 all care providers in California: Information about SB137 is available in the Notification of Practice or Demographic Changes on page 12 of the 2020 UnitedHealthcare Care Provider Administrative Guide, available at UHCprovider.com/guides > Administrative Guide for Commercial, Medicare Advantage and DSNP > View Online Guide > View PDF Version.

Who can I contact with questions or issues?

Help with Onboard Pro, contracts or credentialing

Email the Network Management Resource team at networkhelp@uhc.com, 7:30 a.m.–5 p.m. CT, Monday–Friday.

Help with One Healthcare ID or UnitedHealthcare Provider Portal sign-in

Call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.



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