UnitedHealthcare Members Migrating to a New System:
Coverage Termination and Effective Dates

From September 2019 through February 2020, UnitedHealthcare will migrate 19 million members to a new system. Like our standard renewal process, the members will have a coverage termination date and new effective date in their records. The members have continuous coverage and at no time should be denied access to care.

Checking Eligibility and Submitting Prior Authorization and Notification Requests
If you don’t enter a date of service and allow the system to default to the current date, you will only see a coverage termination date and will not be able to see previous or future effective dates. Whether you use electronic data interchange (EDI) or eligibilityLink and the Prior Authorization and Notification tool on Link, please be sure to enter the actual service date so that you see the member’s new effective date.

We’re Here to Help
If you need help using Link, call the UnitedHealthcare Connectivity Helpdesk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.


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