



Backup Postcard Notification for Some Paperless Letters

When a Link Password Owner enrolls in Paperless Delivery Options, they include an email address so someone is notified when new letters are posted. If we're alerted that a notification email is undeliverable, we currently send the letters by mail. Soon, we'll change the process to send postcard notifications instead of these letters:

- Commercial claim letters
- Commercial and Community Plan provider remittance advice
- UnitedHealthcare West electronic funds transfer (EFT) payment packages, which include automated clearinghouse (ACH) payment details, explanations of payments (EOP) and appeal rights

If you receive these postcards, please sign in to Document Vault to view the letters, and also ask your Password Owner to check your email address in the Paperless Delivery Options tool.

Accessing Document Vault

Go to UHCprovider.com and click on the Link button in the upper right corner to sign in. Then, open the Document Vault tile on your dashboard.

Resources

- [Find your Password Owner](#)
- Quick Reference Guide: [Document Vault](#)
- Quick Reference Guide: [Paperless Delivery Options](#) (Password Owners only)

If you need help using Link, call the UnitedHealthcare Connectivity Help Desk at **866-842-3278, option 1**, from 7 a.m. – 9 p.m. Central Time, Monday – Friday.

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