Link Enhancements

Document Vault

Provider Remittance Advice and Improved Navigation

We’re always looking for ways to improve our self-service tools. Thanks to your feedback, we’ve made the following enhancements to Document Vault:

**Provider Remittance Advice Added**

View and download UnitedHealthcare commercial and Medicare provider remittance advice (PRA). Files will be available for 6 months.

**Improved Navigation**

Documents are grouped by organization name and stored in separate folders so you can find what you need faster.

The default search option changes based on the type of document you’re viewing. For example, for claim letters the default search is Claim Number. You can always pick a different search option from the drop down menu.

The information is customized based on the type of document you’re viewing. For example, if you’re viewing the list of available PRAs you’ll be able to see the associated check number without having to open the document.

View your documents in Document Vault today and then have your Password Owner go paperless with our Paperless Delivery Options tool. When you register, you’ll be automatically entered in our Paperless Delivery Sweepstakes where you can win $500!

We’re Here to Help.

Register for a training session or watch one of our short video tutorials on UHC on Air. If you have questions, 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.

*claimsLink and Prior Authorization and Notification automatically have access to view claims and prior authorization letters in Document Vault. If you need to request access, contact your Link Password Owner. If you don’t know your Link Password Owner, look them up in the Manage My Account tool.


Doc#: PCA-2-013579-01202019_02072019

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