Support for care providers affected by severe storms

UnitedHealthcare is taking the following actions to help those who may be affected by severe weather. Our priority is making sure people have immediate and easy access to the care they need and that we’re supporting you and your practice.

Temporary service addresses and closings

If your practice is affected by evacuations due to severe weather, please use the following guidance to keep your demographic information updated in our systems.

To notify UnitedHealthcare of a new temporary service address:

• For Facilities – When you submit your change request, specify that the request is related to severe weather. Please either follow the normal process for submitting demographic changes or send the change to your local network management team. Continue to submit claims using your primary service address, billing address, tax ID number (TIN) and National Provider Identifier (NPI) number. Use the place of service that would have been used had the service been provided at your primary location.

• For Non-Delegated Health Care Professionals – Send a request to hpdemo@uhc.com and indicate that the change is related to severe weather. Continue to submit claims using your primary service address TIN, billing address and NPI number. Use the place of service that would have been furnished had the service been provided at your primary location.

If there is a different TIN and/or billing address for your temporary service address, follow the normal process for submitting demographic changes.

• For Delegated Medical Groups – Follow the normal process for submitting roster changes and indicate that the change is related to severe weather.

To notify UnitedHealthcare of a new health care professional joining your medical group during the state of emergency period:

Please either follow your normal process to submit a request to add a new health care professional to your TIN or contact your network management team. Indicate that the change is related to severe weather.

To notify UnitedHealthcare of a temporary practice or facility closure:

• Non-Delegated Health Care Professionals – Send a change request to hpdemo@uhc.com and specify that the change is related to severe weather. Please include the effective date of the closure.

• All Other Health Care Professionals and Facilities – Follow your normal process for notifying UnitedHealthcare about demographic changes and indicate that the change is related to severe weather. Please include the effective date of the closure.

We track these temporary closures to help resolve access to care issues for our members. When you return to normal operations, submit another demographic update request with the reopen date.
More Resources

- Timely filing extensions and other administrative provisions that we’ve enacted due to the COVID-19 national public health emergency are still in effect. Find more information at our COVID-19 website.
- Read about the measures in place for UnitedHealthcare members: Providing support for members impacted by severe weather

We’re here to help

If you have questions, please call the Provider Services number on the member’s ID card. Thank you.