



# Most overpayment letters are going paperless

## Beginning in late September

UnitedHealthcare overpayment notification letters are going fully digital. This change affects most<sup>1</sup> commercial and UnitedHealthcare® Medicare Advantage plans for network health care professionals and facilities (primary and ancillary). The letters affected include:

- **Overpayment identified** – Notifying you that UnitedHealthcare paid too much on a processed claim
- **Overpayment reconsideration requests** – Acknowledging UnitedHealthcare received your request to review our overpayment determination
- **Overpayment reconsideration decision** – Providing the outcome of the reconsideration review and outlining what happens next

Instead of letters in the mail, you'll be able to view them 24/7 through one of our digital solutions.

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**Please note:** This change **includes** letters sent by Optum for payment accuracy reviews they perform on behalf of UnitedHealthcare. It **doesn't include** overpayment letters sent by any other vendor. Those letters will continue to be mailed. Most will include both the vendor and UnitedHealthcare logos, and explain their review was done on our behalf.



## What's ahead in paperless

Letters we mail you aren't the only communications going digital. Looking ahead to 2023, contracted health care professionals and facilities will be required to submit most claims, claim attachments, reconsideration requests and appeal requests electronically.

We'll also begin to introduce digital member ID cards for commercial plans. All transitions will be announced in **Network News** at least 90 days prior to the change. We encourage you to explore our digital solutions and review your workflows so that your team is prepared. Review the most up-to-date information, exclusions and schedule.





## How to view overpayment letters online

- Document Library – View overpayment letters in this secure repository within the portal. Go to Documents & Reporting > Document Library > select the Overpayment Documents folder. Visit [UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary) to learn more and access the Document Library Interactive User Guide.
- Application Programming Interface (API) – Consider API if you have significant claims volume or automated correspondence intake. For more information, go to [UHCprovider.com/API](https://UHCprovider.com/API).
- Direct Connect – Use Direct Connect to track and manage overpayment requests, dispute an overpayment finding and submit refunds. To learn more and enroll, email [directconnectaccess@optum.com](mailto:directconnectaccess@optum.com).



## Help ensure Document Library access is up-to-date

Make sure those who need access to the documents have it. Document Library notifications are currently limited to 1 email address per type of document (e.g., Within the claims folder, you can have different individuals set up to receive requests for more information versus claim reconsideration letters.)

Your Primary Access Administrator can set up preferred emails for each document type.

If you have multiple staff members who need to be notified when new letters are available, your Primary Access Administrator may want to consider setting up a group email to receive notifications.

View the [Paperless Delivery Options for Primary Access Administrators](#) guide for step-by-step instructions.

<sup>1</sup> At this time, the following overpayment letters will continue to be mailed to: All Savers, AARP®/Medicare supplement products, Behavioral Health, Optum VA Critical Care Network, Rocky Mountain Health, Sierra Health & Life, Student Resources, UHC Global, UHOne and UMR.

Please note: This announcement only applies to Medicare Advantage and commercial health plans. It does not apply to UnitedHealthcare Community Plan (Medicaid) health plans.