

PRAs will no longer be mailed

UnitedHealthcare provider remittance advices (PRAs) are going digital. **That means we'll no longer print and mail medical PRAs to network health care professionals and facilities (primary and ancillary). The transition to digital-only PRAs will occur region by region, beginning in 2021 and wrapping up in early 2022.** Check out the map to see when this change affects you.

See when
the change
affects you

Utah

PRAs went paperless
Feb. 1, 2021

Western region

Effective date: Dec. 10, 2021

PRAs will continue to be mailed to:
Behavioral Health; American Association of Retired Persons (AARP®) Medicare supplement products and All Savers Insurance, Sierra Health and Life; Rocky Mountain Health Plan; UHCWest; UnitedHealthOne; UMR; UnitedHealthcare Global; Student Resources; Home and Community Based Services; Optum VA Critical Care Network (CCN).

Central/ Southeast region

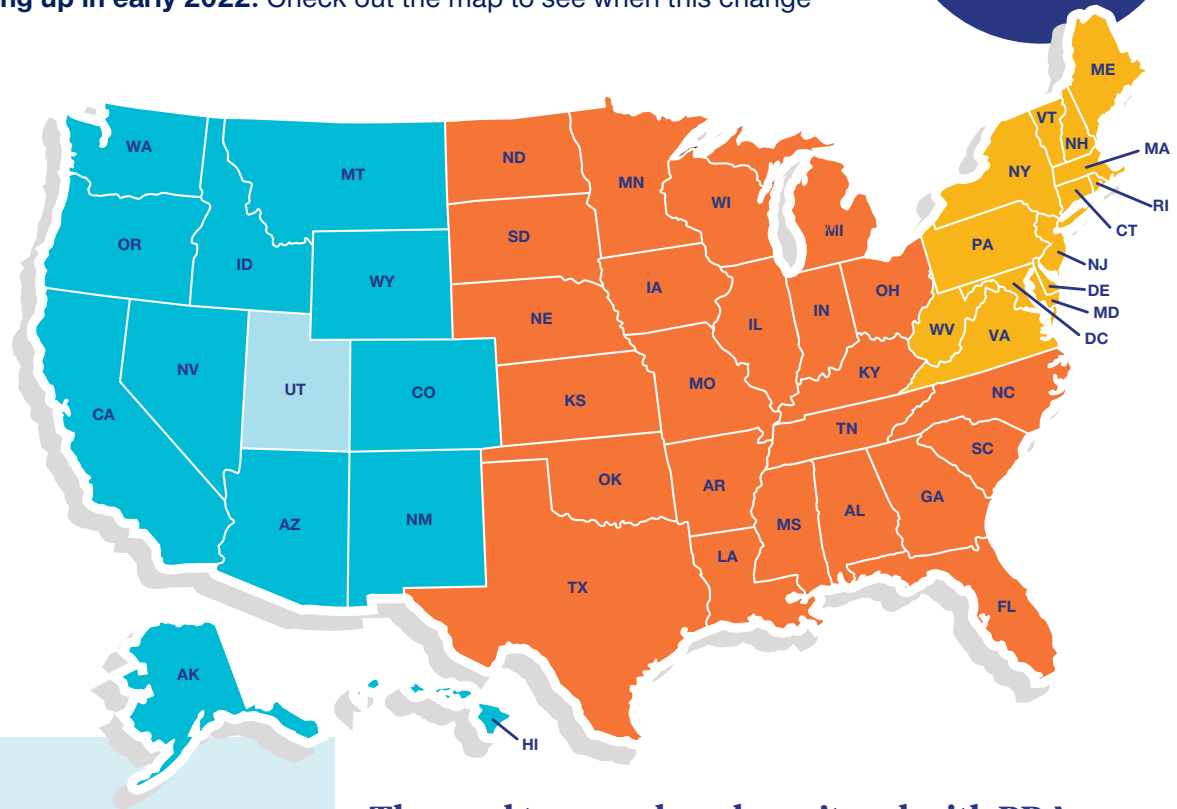
Effective date: Q1 2022

PRAs will continue to be mailed to:
UnitedHealthcare Community Plan of Wisconsin; UnitedHealthcare Community Plan of Louisiana; Behavioral Health; American Association of Retired Persons (AARP®); All Savers Insurance; UHCWest; Medica; UnitedHealthOne; UMR; UnitedHealthcare Global; Student Resources; and Optum VA Critical Care Network (CCN).

Northeast region

Effective date: Q1 2022

PRAs will continue to be mailed to:
Behavioral Health; American Association of Retired Persons (AARP®); All Savers Insurance; Medica; UnitedHealthOne; UMR; UnitedHealthcare Global; Student Resources; and Optum VA Critical Care Network (CCN).



Ways to view PRAs online

The road ahead may be new, but it shouldn't be hard. We offer several options to make viewing digital PRAs quick and easy:

- 1 Document Library** – View PRAs the day after processing in this secure repository of claims-related communication and reports. Document Library is available on the UnitedHealthcare Provider Portal. Visit UHCprovider.com/documentlibrary to learn more and access the self-paced user guide.
- 2 Optum Pay** – Through our affiliation with Optum Pay, you can reconcile remittance data with basic portal or premium portal access. Visit UHCprovider.com/optumpay for details.
- 3 EDI** – Set up electronic remittance advice (ERA) 835 transactions using Electronic Data Interchange (EDI). Contact your clearinghouse to start the process.

The road to paperless doesn't end with PRAs

Through 2022, most* contracted health care professionals and facilities (primary and ancillary) will transition from paper to digital for more letters available in Document Library. Announcements will be made on UHCprovider.com/news 90 days before mailings end, so you have time to prepare. To ease your transition, we encourage you to start sharing this information and using our digital solutions ahead of each change. If you work with an outside vendor, such as a revenue cycle management company, for your mail processing, please discuss with them to determine how this change may affect your contract or processing arrangements with them.

*For more information and exclusions, go to UHCprovider.com/digital.