

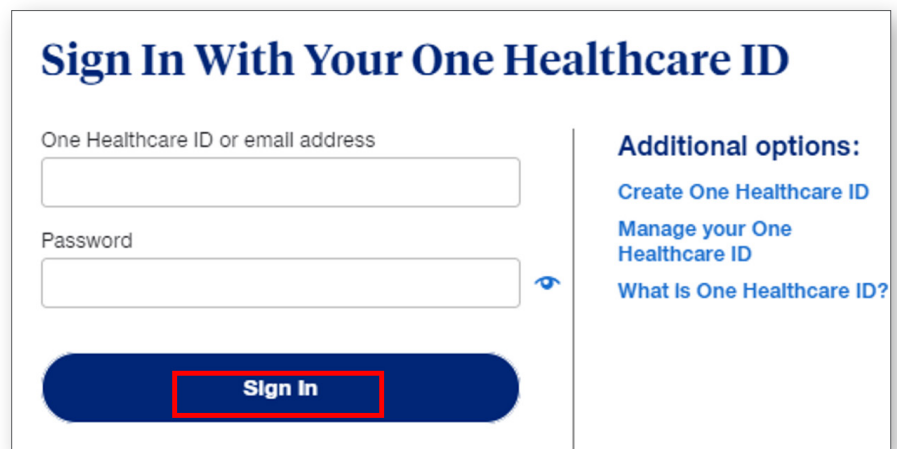
TrackIt overview

Stay in the know – check prior authorizations, claims status and more

TrackIt allows you to see the status of your recent workflow in the UnitedHealthcare Provider Portal. It lets you know if there are documents you need to upload, missing items that need attention and provides email notification on status updates. You can find out exactly where you are in the process and address items right away so you can potentially get paid faster.

Here's a quick overview of how to access TrackIt and its key features.

- 1 To get started, go to uhcprovider.com and click Sign In in the upper right-hand corner using your One Healthcare ID and password.



Sign In With Your One Healthcare ID

One Healthcare ID or email address

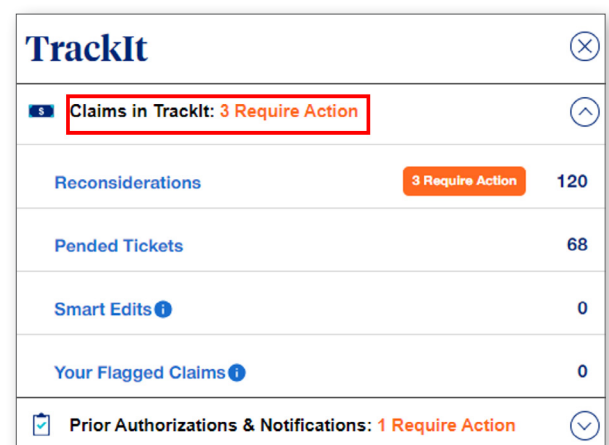
Password

Sign In

Additional options:

- [Create One Healthcare ID](#)
- [Manage your One Healthcare ID](#)
- [What Is One Healthcare ID?](#)

- 2 Once in the portal, go to the top right corner and select TrackIt next to your account icon. There, you can view updates including Prior Authorizations, Pended Claims, Flagged Claims, Reconsiderations, Smart Edits and Appeals (coming soon).



TrackIt		ⓧ
📌	Claims in TrackIt: 3 Require Action	⌵
Reconsiderations	3 Require Action	120
Pended Tickets		68
Smart Edits 1		0
Your Flagged Claims 1		0
📌	Prior Authorizations & Notifications: 1 Require Action	⌵

3 Once you open a feature, you can access more detailed information and take the necessary steps to complete tasks.

You can also see the status of the tickets and see when they were last updated so you know where the ticket is in the process.

The screenshot shows the TrackIt Claims interface. At the top, there are navigation links for 'Home' and 'TrackIt Claims', and a 'Currently Viewing' dropdown set to 'Claims'. Below this, there are several status indicators: 'Reconsideration Tickets: 5', 'Pending Tickets: 2', 'Appeal Tickets: 6', 'Smart Alerts: 4', and 'Your Flagged Claims: 2'. A 'Recent updates' callout points to the 'Smart Alerts' indicator. Below the indicators, there is a section for 'Reconsideration Tickets' with a note: 'Please know that these are only tickets updated in the last 14 days. To view others, go to Claims.' There are filters for 'Under Review' (21), 'Recently Closed' (21), and 'Requires Attention' (3). An 'Investigate further' callout points to the 'Requires Attention' filter. Below the filters, there is a table with columns: 'Expand All', 'Hide?', 'Ticket Number', 'Claim Number', 'First Name', 'Last Name', 'Date of Service', 'Last Updated', 'Member ID', 'Tickets Created By', 'Viewed?', and 'Ticket Status'. A 'See ticket details' callout points to the first row of the table. To the right of the table, there are buttons for 'Customize Table' and 'Take action'. The table shows 4 results, with the first row having a 'Ticket Status' of 'Action Required'.

4 Never miss an update. You can manage and customize email notifications by corporate organization, tax ID number, email, notification type and frequency.

You can use the filter feature within each tab to show the tickets you wish to view and also click the Customize Table button to add or remove columns to set your preferred view.

The screenshot shows the 'Documents & Reporting' and 'Additional Tools' sections of the TrackIt interface. The 'Manage Email Notifications' button is highlighted with a red box. To its right is a 'Print' button. Below these buttons, there is a 'Currently Viewing' dropdown set to 'Claims'.

The screenshot shows the filter section of the TrackIt interface. It includes a note: 'Use the filters below to refine the table. Click on a filter to add or remove it.' There are three filter buttons: 'Hidden Tickets' (0), 'Under Review' (52), and 'Recently Closed' (65). The 'Under Review' and 'Recently Closed' filters are checked. Below these, there is a 'Requires Attention' filter with a red circle containing the number '3'.

The screenshot shows the 'Customize Table' button highlighted with a red box. To its left is a text input field with the placeholder text 'Type to Refine'.



Start using TrackIt

For a deeper understanding of the tool, check out our resources and register for a live training at UHCprovider.com/trackit.