

TrackIt

Snapshot

TrackIt is an innovative tool on the UnitedHealthcare Provider Portal landing page that serves as your daily to-do list, your personal assistant and an automatic reminder many of your UnitedHealthcare tasks.

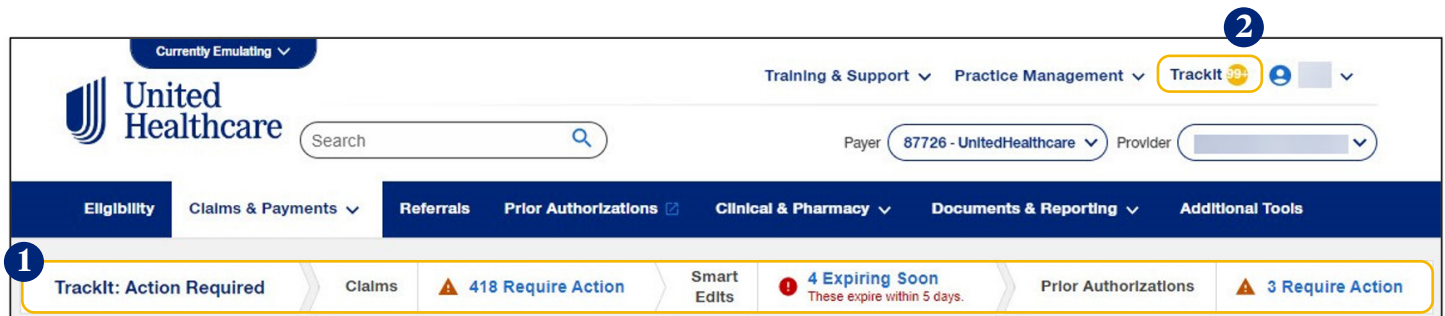
Save time and make your workday more efficient

Need to upload a document? Are we missing some information to process your claim? TrackIt will tell you. No need to pick up the phone or wait for the mail. The items that need attention are highlighted, so you can see and take action on claims, prior authorizations, referrals and more without leaving TrackIt.

How to access

Once signed into the portal, you can access TrackIt 1 of 2 ways:

- 1 TrackIt: Action Required bar
- 2 TrackIt icon in the top-right corner



From either location, once you click on a tab, a pop-up window appears to show the full menu:

TrackIt

- Claims: ▲ 14 Require Action
- Smart Edits i 0
- Medicare Pending 5 Require Action 7
- Reconsiderations 4 Require Action 135
- Pended Tickets 5 Require Action 613
- Appeal Tickets 1417
- Your Flagged Claims i 6
- Prior Authorizations & Notifications: ▲
601 Require Action
- Referrals:

Look for the ▲ symbol and yellow boxes to see where action is needed

View activity on your claims-related tasks. (In this example, there are 7 active Medicare Pending claims and 5 of them require action.)

Select any category to open a new window with more detail

You can also get detailed information about prior authorizations, notifications and referrals by clicking on the dropdown

The screenshot shows the UnitedHealthcare TrackIt Claims portal. At the top, there's a search bar and navigation tabs for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. A 'Currently Viewing' dropdown is set to 'Claims'. Below this, a 'Color Key' indicates 'Requires Action' with a yellow triangle icon. A row of summary cards shows counts for Smart Edits (1), Medicare Pending (99), Reconsiderations (99), Pended Tickets (99), Appeal Tickets (99), and Your Flagged Claims (0). A 'Smart Edits' section includes a search box and a 'Customize Table' button. Below is a table with columns for Expand, First Service Date, Patient Name, Claim Number, Member ID, Patient Account Number, Claim Submission Date, Action Expiration Date, Smart Edit Code, and Status. Two rows are visible, both with 'Action Required' buttons.



Questions?

For help using TrackIt or accessing the portal, please contact UnitedHealthcare Web Support at providertechsupport@uhc.com or **866-842-3278**, option 1, Monday–Friday 7 a.m.–9 p.m. CT. Visit UHCprovider.com/trackit to register for a live training or view our [TrackIt Interactive Guide](#).

What you can do in TrackIt

- 3 Manage how often you receive email notifications on TrackIt items
- 4 See what category you're currently viewing and switch between them
- 5 Change the order of the tabs based on your preference or remove the ones you don't need by clicking the Customize Tab Order link
- 6 Choose the tab you want to view by clicking on it. Keep in mind that you'll only be able to see tabs you have permission to view.
- 7 Look for the to see what items need attention
- 8 Enter information here for a more advanced search based on a member's name or ID, claim number, service date, etc.
- 9 Add or remove table columns by clicking the Customize Table button service date, etc.

Additional benefits

- View appeal decision letters, prior authorization and clinical letters right from TrackIt
- Set up daily or weekly email alerts to be notified when new items are added to TrackIt
- Set preferences and use filters to view your own work or monitor work of colleagues, if needed
- Flag your claims for easy access

Not registered?

To access TrackIt and the UnitedHealthcare Provider Portal to submit claims, verify eligibility, check for prior authorization and more digitally, you'll need to create a One Healthcare ID. Visit UHCprovider.com/access to get started.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMS! Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Oxford Health Plans (CT), Inc., All Savers Insurance Company, Tufts Health Freedom Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., Tufts Health Freedom Insurance Company or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH), or its affiliates.