Please use this guide to see who to contact and what resources to use when you have questions or need help with claims, contracts, credentialing and more.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Resource team/details</th>
<th>Contact info/website</th>
</tr>
</thead>
<tbody>
<tr>
<td>UnitedHealthcare Provider Portal</td>
<td>As we continue to upgrade our digital services, we’ve introduced a better system to help you do business with us. The new UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility. The UnitedHealthcare Provider Portal has replaced Link.</td>
<td>You can access the portal using your One Healthcare ID. New users can register at UHCprovider.com/newuser. Sign in at UHCprovider.com &gt; Sign In</td>
</tr>
</tbody>
</table>
| Center of Excellence for complex medical conditions | • Bariatric resource services (BRS)  
• Cancer resource services (CRS)  
• Cancer support program (CSP)  
• Congenital heart disease resource services (CHDRS)  
• Neonatal resource services (NRS)  
• Fertility solutions  
• Spine and joint solutions (SJS)  
• Transplant resource services (TRS)  

Online: uhc.com/centers-of-excellence  
Email: cmc.customer.service@optum.com |                                                                 |                                                                                                                                 |
| Claims, billing and payments               | Assistance with claims, billing and payments                                                                                                                                                                             | Online: UHCprovider.com/claims  
Phone: 877-842-3210                                                                                                             |
| General contract information               | Network Management Resource Team (NMRT)  
Include your tax ID number (TIN) and group name                                                                                                                                          | Online: UHCprovider.com/contactus  
Email: networkhelp@uhc.com                                                                                                       |
| Credentialing (Non-delegated providers)    | Questions or issues related to credentialing, including status updates                                                                                                                                               | Online: UHCprovider.com/join  
Phone: 877-842-3210                                                                                                             |
| Disclosure statements                      | If you need to submit a disclosure statement                                                                                                                                                                         | Email: uhc_disclosures@uhc.com                                                                                                 |
| Optum Behavioral Health                   | All behavioral health inquiries                                                                                                                                                                                           | Online: providerexpress.com  
Phone: 877-614-0484                                                                                                             |
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| Optum Physical Health (Chiropractic, physical therapy, occupational therapy, speech-language pathology, acupuncture) | If you need help with chiropractic, physical therapy, occupational therapy, speech therapy or acupuncture | Email: network_physicalhealth@optum.com  
Credentiaing email: cred_ohcs@optum.com  
Chat: myoptumhealthphysicalhealth.com  
Phone: 800-873-4575 |
| Non-delegated provider additions, terminations and changes | Provider data operations | Online: Use My Practice Profile at UHCprovider.com/mpp  
Or, send detailed information about the change and the effective date on your letterhead to hpdemo@uhc.com |
| Delegated provider additions, terminations and changes | Provider data operations | West region email: pacific_delprov@uhc.com  
Central region email: delprov@uhc.com |
| Provider relations | Finding your Provider Advocate | Online: UHCprovider.com/contactus |
| Roster managed delegated groups | All changes and updates | Email: national_roster_management@uhc.com |
| Training | If you'd like to sign up for training or need technical assistance. You can register for instructor-led sessions on a number of topics. | Register for instructor-led sessions on a number of topics.  
Online: UHCprovider.com/training  
If you need technical help:  
Email: providertechsupport@uhc.com  
Phone: 866-842-3278 + option 3  
8 a.m.–10 p.m. CT, Monday–Friday |
| UnitedHealthcare Dental | All dental inquiries | Online: dbp.optum.com  
Phone: 800-822-5353 |
| UnitedHealthcare Vision | All vision inquiries | Phone: 800-638-3120 |
| Self-service tools | If you have questions or need assistance with self-service tools on the UnitedHealthcare Provider Portal | Online: UHCprovider.com/portal  
Phone: 866-842-3278 + option 1  
UnitedHealthcare Connectivity Help Desk  
7 a.m.–9 p.m. CT, Monday–Friday |

We’re here to help
If you have additional questions, call Provider Services at 877-842-3210. Representatives are available weekdays from 8 a.m.–5 p.m. ET (except state-designated holidays). Please note it may take us up to 30 days to process your request.