

Link-Power-Self-Service-1920x1080

Colored text displays on a blue background. Upbeat music plays.

ON SCREEN TEXT: THE POWER OF
SELF SERVICE
UnitedHealthcare

Blue and white drawings of people on their cell phones fill the screen. A clock moves to the upper right corner.

MAN: Your office is a busy place, and every minute counts. Increasing staff productivity and decreasing workload can make a difference.

Next to the clock, a graph shows colored sections, productivity in green and workload in purple.

ON SCREEN TEXT: Gain Administrative Efficiencies

MAN: Finding ways to streamline your organization's workflow is critical.

The word "workflow" appears. Then "streamline" arrives on top of it.

ON SCREEN TEXT: STREAMLINE
WORKFLOW

MAN: With our online self-service tools, you can save your organization time and money, offer better documentation, and reduce mailing costs.

ON SCREEN TEXT: ONLINE SELF-SERVICE TOOLS

Blue bubbles appear. White drawings of an hourglass, cash, documents, and an envelope and coin fill them.

MAN: Give your team the power of self-service with Link and UHCprovider.com.

A drawing of a computer monitor displays words.

ON SCREEN TEXT: THE POWER OF
SELF-SERVICE

ON SCREEN TEXT: Link

A mouse pointer clicks on the word.

MAN: Link online apps give your team the information they need at their fingertips, without having to stop to pick up the phone.

A blue figure stands in front of a laptop with the word "Link" on it on a white desk. The figure types while smiling.

ON SCREEN TEXT: EDI

MAN: Using Electronic Data Interchange, or EDI, can help your organization improve efficiency, reduce costs, and increase cash flow.

ON SCREEN TEXT: IMPROVE EFFICIENCY
REDUCE COSTS
INCREASE CASH FLOW

MAN: But sometimes you may need information that's not included in the EDI. This is where Link apps come in.

ON SCREEN TEXT: NEED MORE INFORMATION?

The "Link" computer monitor appears next to "EDI."

MAN: While some organizations use online tools such as Link, many require their staff to call us to get the information they need.

Two figures talk on cell phones on either side of the computer monitor. Question marks appear over their heads.

MAN: Here you can see how using Link's self-service tools, instead of calling, can save you time.

A figure on a cell phone appears on top.

ON SCREEN TEXT: 300
Calls per month

MAN: In this example, an organization called us 300 times per month for information. Our call studies show the average call time is 6 1/2 minutes, not including time spent on hold.

ON SCREEN TEXT: 6:30
Average call time

MAN: That's more than 32 hours a month spent on the phone.

ON SCREEN TEXT: 32
hours per month
on the phone

MAN: Changing your workflow from calling to Link's online tools, can increase productivity.

"Calls per month" changes to "Link transactions per month."

MAN: With Link, a transaction can be completed in less than one minute. That's about four hours per month for a savings of more than 27 hours.

"6:30 average call time" is replaced with "<1 min Average Transaction time."

ON SCREEN TEXT: 4
 hours per month
 online

ON SCREEN TEXT: 27 hours per month
 Potential Savings

MAN: Think of the time your employees could be spending doing other work.

The smiling figure waves.

MAN: Using Link self-service tools also offers documentation that's more effective than typing notes from a phone call.

ON SCREEN TEXT: Link

A blue document appears next to "Link."

MAN: Confirmation numbers are available for each submission.

ON SCREEN TEXT: confirmation
 numbers
 are available for

MAN: Whether it's a claim submission, reconsideration or appeal, referral, or prior authorization or notification request, you'll be able to copy the confirmation number into your own system as a receipt of your submission.

ON SCREEN TEXT: Claim submission
 Reconsideration
 Appeal
 Referral
 Prior authorization
 Notification request

MAN: You can even create a screenshot to capture the details of your request or submission, or print or download many of the screens in the various Link apps to refer to later.

Drawings of documents, a photo, and a printer appear at the bottom.

MAN: Clear and simple documentation also makes it less confusing if another staff member needs to access your notes.

ON SCREEN TEXT: CLEAR

ON SCREEN TEXT: Simple
documentation

ON SCREEN TEXT: Easy
to understand

MAN: It's easy to see how invaluable Link's documentation can be.

The text appears in a purple square surrounded by smaller rectangles.

MAN: Using Link apps can also help your organization save money and time by reducing mailing costs. Our apps allow you to create online claim submissions, reconsiderations, and appeals.

ON SCREEN TEXT: Link
Reduces mailing costs

An hourglass and dollar bill appear above "Link."

ON SCREEN TEXT: Submit claims online
File claim reconsiderations and appeals
Submit additional claim information
ALL ONLINE!

MAN: You can also submit additional information for a claim. Online submissions are paperless and don't require postage.

The computer monitor returns.

ON SCREEN TEXT: SUBMIT

The mouse pointer clicks. A turning hourglass appears.

MAN: They also reach us faster, which helps us get back to you sooner. You can also reduce the amount of mail you get from us by getting your letters online instead of the mail.

ON SCREEN TEXT: THANK YOU!
Your confirmation number is 98705432

A drawing of an envelope appears. A red line goes through it.

ON SCREEN TEXT: OPT OUT OF
PAPER DELIVERY

MAN: By opting out of paper delivery, you'll no longer have to handle, process, and store incoming mail from United Healthcare. To get started with Link, go to UHCprovider.com and click on the Link in the top right corner.

A search box appears.

ON SCREEN TEXT: UHCprovider.com
GO

The actual website shows on the drawing of the computer monitor. The sign-in page displays.

MAN: After signing in to Link, you can view the Link dashboard. Link apps are a great way to save time, reduce costs, and provide better documentation. The apps are free and easy to use.

The Link dashboard displays. The words "Go paperless!" appear.

ON SCREEN TEXT: Reduce
costs

ON SCREEN TEXT: Better
Documentation

ON SCREEN TEXT: Free.
Easy to Use.

MAN: Start using the Link apps in your organization today. Go to UHCprovider.com/Link to learn more.

ON SCREEN TEXT: START USING
LINK
TODAY

ON SCREEN TEXT: Link
UHCprovider.com/Link