

link_overview.mp4

A white line and white text appear over a blue screen while a man speaks off-screen.

MAN: Hello, and welcome to the Link self-service tools overview.

ON SCREEN TEXT: Welcome to
 LINK
 UnitedHealthcare

The screen shows the Link website. Blue banners containing white text appear in the center of the screen and then fade as the man continues to speak.

MAN: Link self-service tools can quickly provide the comprehensive information you need for most UnitedHealthcare benefit plans without the extra step of calling for information.

ON SCREEN TEXT: Comprehensive Information
 without calling

More blue banners containing white text appear and then fade as the man continues to speak.

MAN: Plus you can document your activity or record reference numbers for better documentation...

ON SCREEN TEXT: Better Documentation
 reference numbers

More blue banners containing white text appear and then fade as the man continues to speak.

MAN: And reduce paper costs by submitting your work online. Before we walk through what you can do with each Link tool, let's talk about how to access Link.

ON SCREEN TEXT: Reduce Paper Costs
 work online

The screen shows a web page on the Link website. A blue banner containing white text appears and displays at the bottom of the screen. An arrow points to an icon in the upper right corner of the screen.

MAN: UHCProvider.com is our website for care providers and their office staff. It's where you can find content such as UnitedHealthcare administrative guides, policies, and protocols. It's also how you access Link. To sign into Link, go to UHCProvider.com, and click on the Link button in the top right corner.

The screen fades to the sign in web page on the Link website. The fields fill with username and password.

MAN: Sign in with your Optum ID, and you'll be taken to your Link dashboard.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak.

MAN: This is where you'll find the following self-service tools. You'll use eligibilityLink to check eligibility and benefits information for UnitedHealthcare members, with eligibilityLink, you can search for covered members...

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: View previous member benefit plans, up to 18 months in the past, view preventive care opportunities for some members... See coverage details and limits specific to each benefit plan, determine network and tier status, Find the member's cost share deductible or out-of-pocket responsibility, get therapy accumulator information for most UnitedHealthcare commercial members, and view detailed benefits information for multiple plans.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak.

MAN: Use claimsLink to get the most up-to-date claims data payment information and submit your claim reconsideration requests.

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: With claimsLink, you can flag claims for future viewing, view claims information from multiple UnitedHealthcare plans, access letters, remittance advice, documents, and reimbursement policies, submit additional information requested on pended claims, submit corrected claims or claim reconsideration requests, and receive instant, printable confirmation for your submissions.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak.

MAN: The Prior Authorization and Notification Tile is where to go for all your prior authorization and notification needs.

The screen fades to various different web pages on the Link website as the man continues to speak. Blue banners containing white text appear in the lower right corner of the screen and then fade.

MAN: With the Prior Authorization and Notification tool, you can determine if prior authorization or notification is required for UnitedHealthcare commercial, UnitedHealthcare Medicare Advantage, UnitedHealthcare community plan, and UnitedHealthOne members.

ON SCREEN TEXT: Commercial
 Medicare Advantage
 Community Plan
 UnitedHealthOne

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: You can complete your request for notification or prior authorization if it is required and can be completed online, add messages for the reviewer, and, when attachments are required, upload medical notes or other needed attachments. Also, check the status of your notification and prior authorization requests including those made by phone.

The screen shows a web page on the Link website. A blue box appears over one section of the page. The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: You can use referralLink to find out if a referral is needed, submit referral requests, and check the status of your requests.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak.

MAN: The PreCheck MyScript tool helps make it easy to run a pharmacy trial claim and get real time prescription coverage detail for your patients who are UnitedHealthcare benefit plan members.

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: You can use PreCheck MyScript to check current prescription coverage and price, including out-of-pocket prescription costs, for UnitedHealthcare members at their selected pharmacy, see which prescriptions currently require prior authorization or are non-covered or non-preferred, request prior authorization, and receive status and results. Also get information on lower cost prescription alternatives if available, to help save members money.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak. A blue arrow points at an icon in the upper right corner.

MAN: Document Vault is Link's electronic reporting hub, where you can access claim letters and report documents. To access Document Vault, click on the padlock icon in the top right corner of your Link dashboard.

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: With Document Vault, you can access reports, get claim letters for most UnitedHealthcare commercial members, search and filter letters, flag items for convenient viewing, and download and print documents.

The screen shows a web page on the Link website. A blue box appears over one section of the page as the man continues to speak.

MAN: Paperless delivery options gives you the ability to opt out of the mail delivery for letters that are found in document vault.

The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: This tool can send daily or weekly email notifications to alert you to new letters that have been added to your document vault. With our flexible delivery options, you decide when and where the emails are sent for each type of letter. This tool is available to Link password owners only.

The screen shows a web page on the Link website. A blue box appears over one section of the page. The screen fades to various different web pages on the Link website as the man continues to speak.

MAN: My Practice Profile lets you view, update, and attest to the care provider demographic information which UnitedHealthcare members see for your organization. Use this tool to make demographic changes just one time in one place, and get those updates in our system more quickly.

The screen fades to a New User Registration web page on the Link website. A blue banner containing white text appears at the bottom of the screen and then fades.

MAN: If you're new to Link, go to UHCProvider.com/newuser to register.

ON SCREEN TEXT: [UHCprovider.com/newuser](https://UHCProvider.com/newuser)

The screen fades to a Link Self-Service Tools web page on the Link website. A blue banner containing white text appears at the bottom of the screen and then fades.

MAN: To learn more about Link self-service tools, please visit UHCProvider.com/link.

ON SCREEN TEXT: [UHCprovider.com/link](https://UHCProvider.com/link)

The screen fades to a Training web page on the Link website. A blue banner containing white text appears at the bottom of the screen and then fades.

MAN: We also offer live instructor-led training sessions. Register for one today at UHCProvider.com/training.

ON SCREEN TEXT: [UHCprovider.com/training](https://UHCProvider.com/training)

The screen fades to a UHC On Air web page on the Link website. A blue banner containing white text appears at the bottom of the screen and then fades.

MAN: No time for a webinar? Watch recorded webinars and training videos at UHCProvider.com/uhconair.

ON SCREEN TEXT: [UHCprovider.com/uhconair](https://UHCProvider.com/uhconair)

The screen divides into many vertical sections that flip over to display a computer monitor icon displaying gray and orange text, over a blue background. A figure of a woman waving appears on the left side of the screen. White text appears at the bottom of the screen.

MAN: Thank you for watching the Link self-service tools overview. If you have questions, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7:00 a.m. to 9:00 p.m. Central time, Monday through Friday.

ON SCREEN TEXT:

Link

Help Desk: 866-842-3278