We're here to help

Use this quick reference guide to help you find the information you need to meet the needs of your patients and practice.

	spectera.com	Provider newsroom
Verify member eligibility and benefit information	✔	
Claim submission and status	✔	
Place new materials orders	✔	
Access our **Provider Training Academy**	✔	✔
Review provider news and updates	✔	✔
Enroll and view electronic payments	✔	
Find frequently used forms	✔	
Access online tools and resources including the provider manual, member education materials and more	✔	✔
Get answers to your questions by filling out an online **Contact Us form***	✔	✔

*Online requests are directed to your Provider Relations Advocate, who will review and provide a response.

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**UnitedHealthcare | Spectera
Customer Service
800-638-3120**
Monday–Friday, 8 a.m.–11 p.m. ET
Saturday, 9 a.m.–8 p.m. ET

Paper Claim Submission
P.O. Box 30978
Salt Lake City, UT 84130

Lab Network Customer Service[1]
800-638-9382
Monday–Friday, 8 a.m.–11 p.m. ET
Saturday, 10 a.m.–4 p.m. ET

**Spectera.com login support
OneHealthcare ID online help center**
855-819-5909

EDI enrollment (electronic claims)
OptumInsight
800-341-6141, option 2
Payer ID: 00773

Optum Pay enrollment (electronic payments)
877-620-6194

What's the Provider Training Academy?

The **Provider Training Academy** is an online resource featuring a library of interactive courses, educational resources and tools and free COPE-accredited CE courses. Our training courses are grouped into categories to help you get to the topics you're looking for more efficiently, including care and coding standards, claims and payments, compliance, digital experience, general knowledge and lab network setup and orders.

[1] For any inquiries regarding lab orders, including order status updates or remakes, please contact the Lab Network Customer Service.

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