Link

Claims Reconsideration
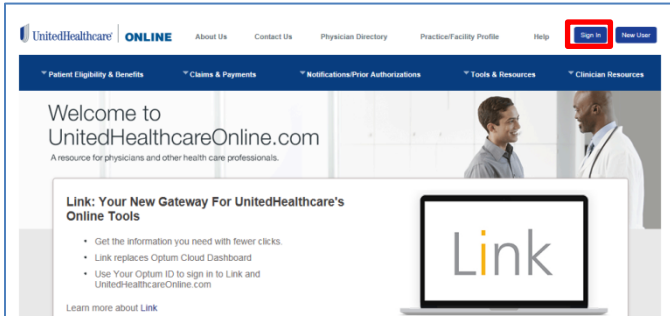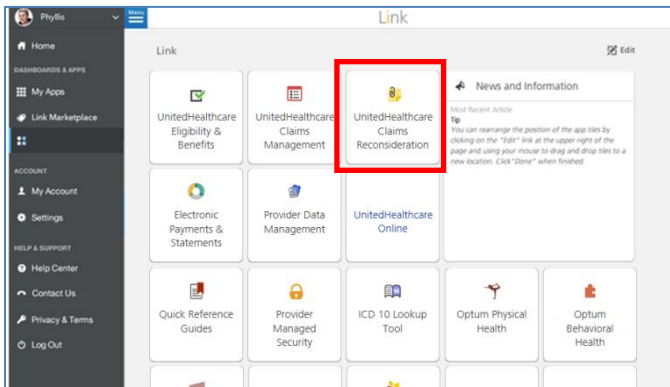## Status & Update/Resubmit
QUICK REFERENCE

This application allows you to submit claim reconsideration requests, check their status, and update and resubmit requests electronically, via Link. Note: Tips are included at the end of this document.

Getting Started

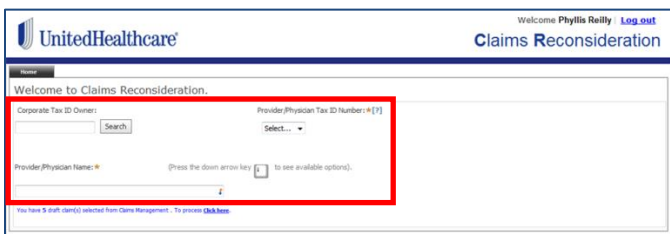1. **Sign In** to **UnitedHealthcareOnline.com**

2. Select **Claims Reconsideration**

Locate Existing Request

1. Complete **Provider/Organization**, **Corporate Tax ID Owner, Provider/ Physician Tax ID Number** and **Provider/Physician Name** on the homepage

Note: To view all available requests at the bottom of the screen, click **Recently Opened Tickets**

Click on the appropriate **Detail** link to view a specific request.
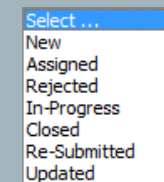

Locate Existing Request (continued)

2. Click the **Request Search** button

3. Enter at least one search criteria then click **Search**

Note: A search may be done based on **Ticket Status** alone by leaving all fields blank and choosing a status from the pull-down menu.
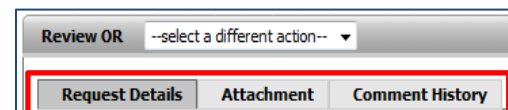

4. Click on the appropriate **Detail** link to view a specific request.

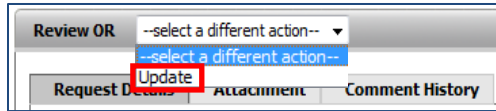**Note:** Results can be sorted by clicking on the column headings

Note: Every Ticket viewed will open as a separate tab. Up to 24 tabs may be open at one time.

5. Review the **Request Details**, **Attachments** or **Comment History** by selecting the appropriate tab

Update/Resubmit Request

1. Select **Update** from the pull-down menu

2. Update your "Reason for Request" and "Comment" from the **Request Details** tab

Note: You are required to describe what has been updated in the "Comment" field

3. Add a new Attachment or Delete an existing Attachment from the **Attachment** tab

4. Once complete, click on the **Submit** button

Additional Quick Reference Cards are available on UnitedHealthcareOnline.com

Tips
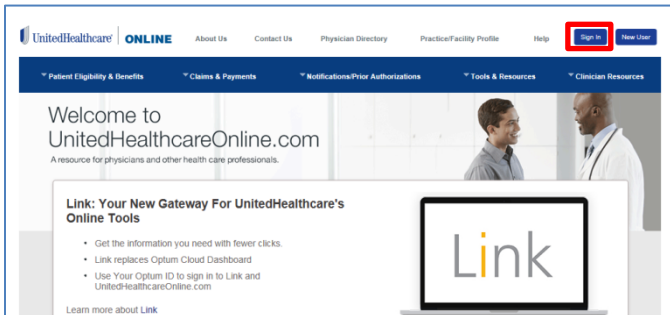
Status of Claim Reconsideration Request Tickets

- **New** – A new Reconsideration Request Ticket Submission
- **Assigned** – UnitedHealthcare has done an initial review of the information and confirmed that attachments are readable and the ticket is assigned to a claims processor.
- **In-Progress** – UnitedHealthcare is doing further research on your request
- **Closed** – UnitedHealthcare has completed the review
- **Rejected** – UnitedHealthcare has done an initial review and determined there is an issue with an attachment(s) that requires the submitter to make an update.
- **Re-submitted** – The reconsideration request ticket has been re-submitted with new information. This will be handled like a new submission and will move to "Assigned" next
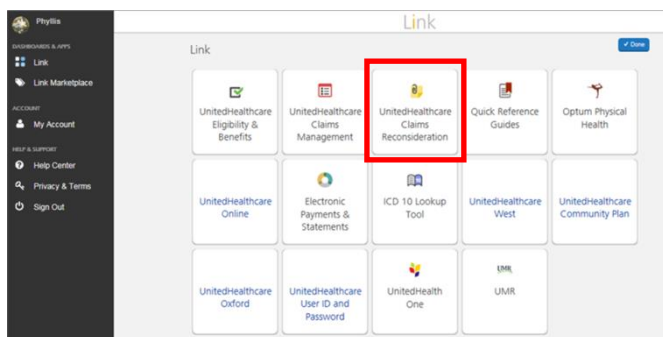
SUBMISSION

Link

This application allows you to submit claim reconsideration requests, check their status, and update and resubmit requests electronically, via Link. Note: Tips are included at the end of this document.

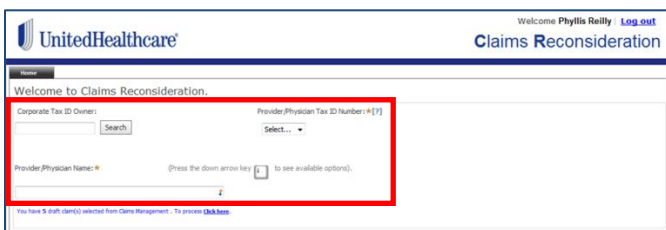## Getting Started

1. **Sign In** to **UnitedHealthcareOnline.com**
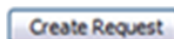

2. Select **Claims Reconsideration**

Start Claim Reconsideration Request

Note: Requests can only be submitted for claims in a paid or denied status

1. Complete **Provider/Organization**, **Corporate Tax ID Owner**, **Provider/ Physician Tax ID Number** and **Provider/Physician Name** on the homepage

2. Once complete, select **Create Request**

Start Claim Reconsideration Request (continued)

Note: If you "Created a Claim Reconsideration" from the Claims Management application, the following message will appear:

You would select **Click here**, then select the appropriate **Details** link to process the request.

For details on how to import claims from the Claims Management application, please consult the **Quick Reference Guide for Claims Management**.
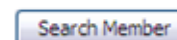
1. Complete the **First Date of Service** and **Family Indicator**
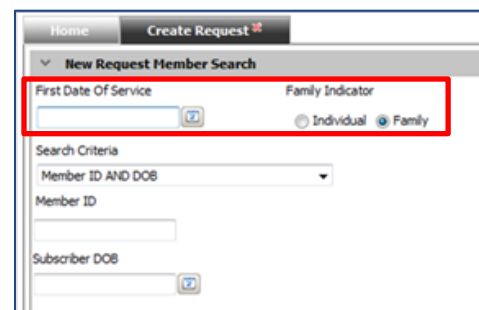
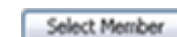2. Select one of three available **Search Criteria** and enter the appropriate information
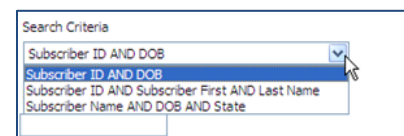
3. Click **Search Member**

4. Select the appropriate radio button

5. Click **Select Member**

Search for Claim (if prompted)

Depending on the line of business, you may be prompted to perform a Claim Search

1. Select a Search criteria and enter the appropriate information

2. Click **Search Claim**

3. Select the radio button for the claim you wish to be reconsidered

4. Click **Create Reconsideration Request**

5. Complete the Request Form

Note: If you were not prompted to perform a claim search you will be asked to enter the claim information on the Request Form

Complete the Request Form

1. Enter the **Amount Owed** (this should be the total amount owed or expected, including any payment already received)
2. Select "Reason for Request" from the drop down list

3. Enter **Comments**
4. Click on **Add/View Attachments**

5. Complete the required information (noted by asterisks) in the pre-populated Request Form

Attach Documents (if needed)

1. Click on **Add Attachments**

Note: If you manually entered the claim information you will be reminded to attach a copy of the claim in addition to other attachments

2. Click on "Browse" to select a document from your computer
3. Click **OK**
4. Repeat this process until all required documents are attached

Attach Documents (continued)

Note: The following document types can be attached:

.pdf, .doc, .docx, .ppt, .pps, .xls, .xlsx, .jpg, .jpeg, .jfif, .gif, .tif, .png, .bmp, .webp, .csv, .txt, .xps

The largest individual allowable size is 25 MB. If greater, users can split it and attach as multiple documents.

Note: Enter a "File Name" (up to 60 characters) for easier identification

Submit Request

1. Click **Submit**

Submit

2. You will receive a confirmation response with a **Ticket Number**, which can be used to view status

⌄ Confirmation	
Your request has been transmitted. Please keep this page for your records.	
Ticket Number:	PTPCR-12618
Ticket Status:	Assigned
Provider Name:	CHILDRENS HOSPITAL
Provider Tax ID:	321098765
Claim #:	1234567890
Date of Service:	3/9/2012
Claim Status:	Denied
Claim Amount:	$187.50
Payable Amount:	$0.00
Reconsideration Type:	Previously denied for no Authorization
Member ID #:	123456789
Patient Name	PATIENT, BOB
Patient Account Number	47887069
Submit / Re-Submit / Updated Date	4/16/2014

Additional Quick Reference Cards are available on
UnitedHealthcareOnline.com

Tips

Status of Claim Reconsideration Request Tickets

- **New** – A new Reconsideration Request Ticket Submission
- **Assigned** – UnitedHealthcare has done an initial review of the information and confirmed that attachments are readable and the ticket is assigned to a claims processor.
- **In-Progress** – UnitedHealthcare is doing further research on your request
- **Closed** – UnitedHealthcare has completed the review
- **Rejected** – UnitedHealthcare has done an initial review and determined there is an issue with an attachment(s) that requires the submitter to make an update.
- **Re-submitted** – The reconsideration request ticket has been re-submitted with new information. This will be handled like a new submission and will move to "Assigned" next

STATUS, ATTACHMENTS AND APPEALS

Link

This application allows you to look up claim status and payment information and understand how a claim was paid (Claims processed within the last 2 years are available), via Link. You may also submit attachments for Pended claims, send Processed claim information to Claims Reconsideration, and submit Appeals (not yet available in all areas).

Get Started

1. **Sign In** to **UnitedHealthcareOnline.com**
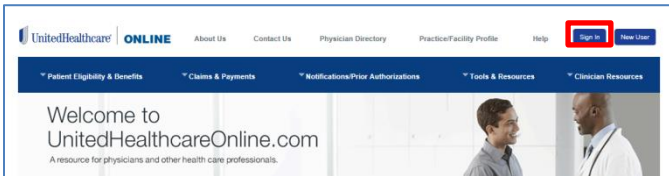
2. Select **Claims Management**
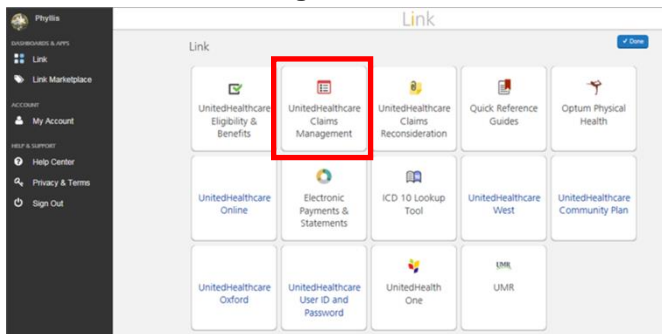
3. Click **Start Here**
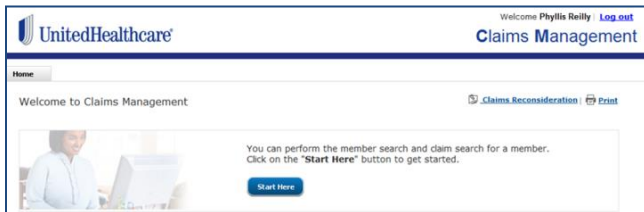
NOTE: If you have flagged claims, they will appear at the bottom of this page. **Select** the desired claim to review.
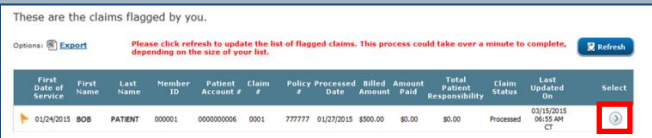
Corporate Information

1. Select the appropriate **Provider/Organization**, **Corporate Name**, **Tax ID Number** and complete the **Provider/Physician Name**
2. Click **Submit**
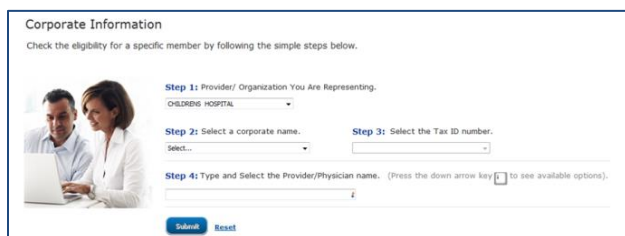
Member Search

1. Select **Search Method** by clicking on appropriate radio button
2. Enter required information
3. Choose **Individual** or **Family**, if offered
4. Click **Search**
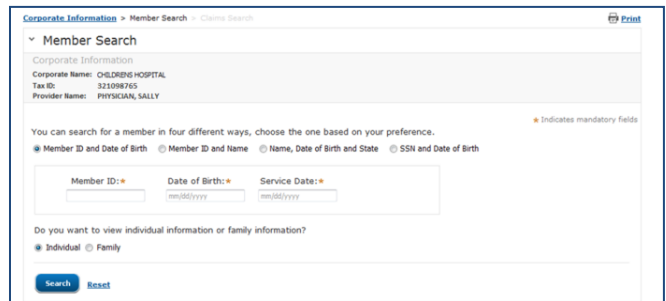
NOTE: When performing a **SSN and Date of Birth** search, due to privacy rules, some members may not have elected to provide their SSN which will result in "No results found". If so, please try another search option.

5. **Select** the desired patient

NOTE: Clicking the Information icon ⓘ will give **Grace Period Information**

Claim Search

1. Choose a search method
2. Enter the required information

3. Click **Search**

NOTE: If "Found 0 result(s)" displays, you may choose a different **Provider Name** and click **Search** again.

4. **Select** the desired Claim

NOTE: To flag/unflag a claim, click on the flag icon

NOTE: To view existing Reconsideration Requests, click on the attachment icon

5. Review the claim information

NOTE: Click on these icons for available **Letters** and **Explanations of Benefits (EOB)**, or **More Information** for **Reimbursement Policies** related to the Remark Codes

NOTE: Under the **My Action** menu, you may **Export**, **Print** or **Flag/Unflag** the claim.

Create Claim Reconsideration (if needed)

If the Claim Status is "Processed" then you may **Create a Claim Reconsideration**

1. Select **Create Claim Reconsideration** from the **My Action** menu

2. The claim information will be sent to the **Claim Reconsideration** application. Please consult that Quick Reference Guide for more information.

Additional Quick Reference available on
UnitedHealthcareOnline.com

Submit Attachment (if needed)

If the Claim Status is "Pended" then you may **Submit an Attachment**

1. On the new tab, choose a **Submission Reason**
2. Enter **Comments**
3. Click on **Add Attachments**

4. Choose the desired file from your computer directory and click **Open**

Submit Attachment (continued)

5. Once the files are attached, click **Submit**

Note: The following document types can be attached:

.pdf, .doc, .docx, .ppt, .pps, .xls, .xlsx, .jpg, .jpeg, .jfif, .gif, .tif, .png, .bmp, .webp, .csv, .txt, .xps

The largest individual allowable size is 25 MB. If greater, users can split it and attach as multiple documents.

6. You will get a confirmation, including a reference number, which you can print

NOTE: With the addition of a document, a new claim number will be assigned, so for later follow up, you would search by the date of service.

Additional Quick Reference available on UnitedHealthcareOnline.com

Note: If the claim is not yet eligible for online appeal, that option will not appear under **My Actions**. Please follow your existing process for submitting appeals.

Note: The Claim Status must be "Processed" to allow an online **Appeal**

1. Choose **Appeal** from the **My Actions** pull-down menu

2. On the new tab, complete the **Questionnaire**

3. Add **Comments** in the **Request Form**

4. Click on **Add/View Attachments** and select a **Document Type**

5. Select the files from your directory and once uploaded, click **Submit**

Note: The following document types can be attached:

.pdf, .doc, .docx, .ppt, .pps, .xls, .xlsx, .jpg, .jpeg, .jfif, .gif, .tif, .png, .bmp, .webp, .csv, .txt, .xps

The largest individual allowable size is 25 MB. If greater, users can split it and attach as multiple documents.

**Additional Quick Reference available on
UnitedHealthcareOnline.com**

New Search

1. When finished with this claim, instead of starting over again from the Home tab, you may choose the **Search** tab to find another Claim for the same patient and provider

2. Select either **New Provider Search** or **New Claim Search**

3. For a **New Claim Search**, enter the appropriate information to search for a new claim for the same patient and provider

New Search (continued)

4. For a **New Provider Search**, enter the appropriate information to search for a new member

5. To perform a completely new search, return to the **Home** tab and click **Start Here**

Additional Quick Reference available on
UnitedHealthcareOnline.com

ELIGIBILITY AND BENEFITS

The Eligibility & Benefits function is where you can obtain information about your patient's medical coverage, via Link. You may also submit referrals and notifications/prior authorizations within this function. Please consult those Quick Reference Guides for detailed information.

Get Started

1. **Sign in** to **UnitedHealthcareOnline.com**

2. Select **Eligibility & Benefits**
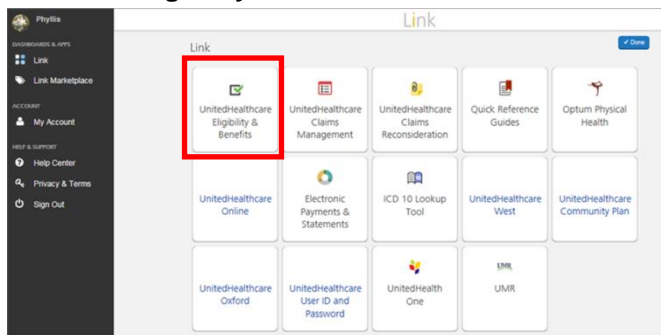
3. Click **Start Here**
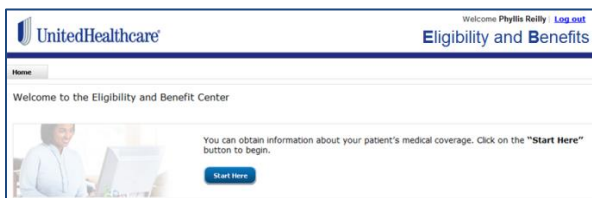
Corporate Information

1. Select the appropriate **Provider/Organization**, **Corporate Name**, **Tax ID Number** and **Provider/Physician Name**
2. Click **Submit**
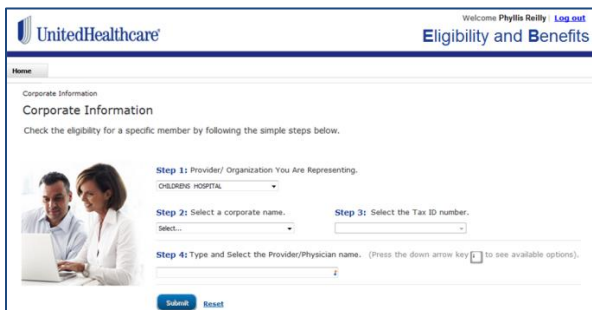
Member Search

1. Select **Search Method** by clicking on appropriate radio button
2. Enter the required information
3. Choose **Individual** or **Family**, if required
4. Click **Search**
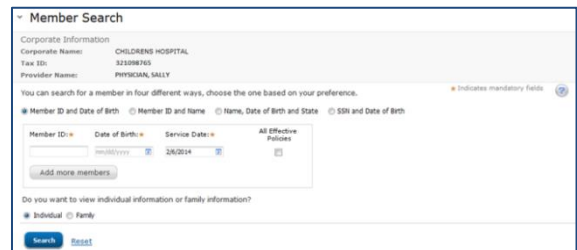
NOTE: Check **All Effective Policies** box to verify if patient has other policies with UnitedHealthcare (only available on an Individual search).

5. **Select** the desired patient

NOTE: Clicking the Information icon 🛈 will give **Grace Period Information**

Clicking the ID Card icon 🖼 will show the ID Card
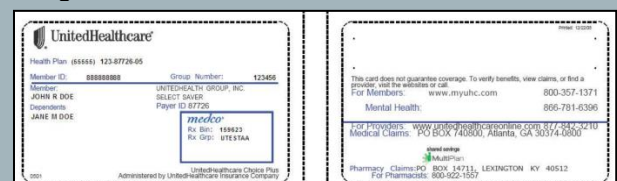
If detailed benefits are in a different location, you would click the icon to open that location in a new page.
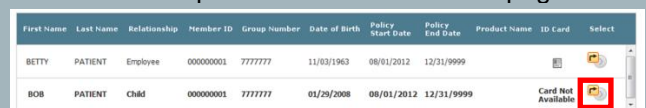
6. Review the **Patient and Benefits Information**

NOTE: For Medicare and UnitedHealthcare Community Plan (Medicaid) policies a "Gaps in Care" pop-up will appear.

| No Gaps In Care Exist | or | ⚠ Gaps In Care Exist-- Click For Details |

Select "Click For Details" for more about procedures and medications for the patient

7. Scroll down to choose a specific **Benefit Category** from pull-down menu

8. Review the benefit then choose another category, if desired

NOTE: To submit or check status of referrals or notifications/prior authorizations, please consult those Quick Reference Guides for detailed information.

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1. To search for another member under the same provider, return to the **Search tab**

2. Expand the **Member Search** (see **Member Search** section above)

3. Or, to perform an entirely new search, return to **Home** tab and click **Start Here**

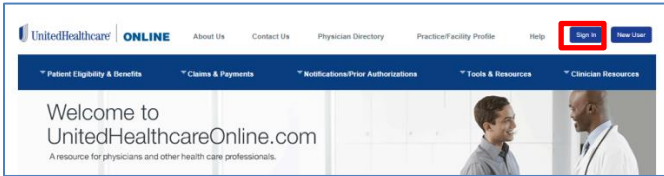**Additional Quick Reference available on**
UnitedHealthcareOnline.com

PRIOR AUTHORIZATION/ NOTIFICATION SUBMISSION AND STATUS

Link

Prior Authorization & Notification
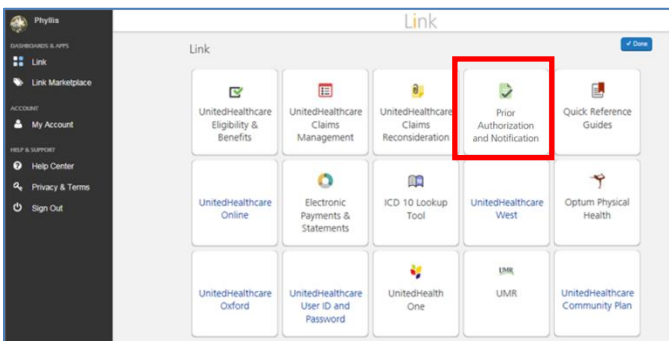### Prior Authorization/Notification Submission & Status
QUICK REFERENCE

You may submit and check the status of Prior Authorizations/Notifications in the Prior Authorization & Notification application, via Link.
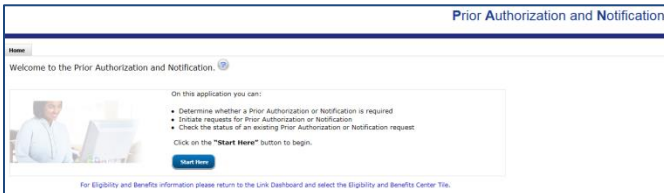
1. **Sign in** at **UnitedHealthcareOnline.com**

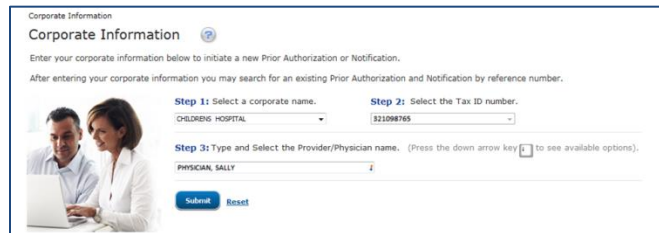2. Select **Prior Authorization & Notification**

NOTE: The Prior Authorizations/Notifications function is also within the Eligibility and Benefits application.

3. Click **Start Here**

4. Select the appropriate **Corporate Name**, **Tax ID Number** and **Provider/Physician Name**
5. Click **Submit**

Note: Once the coporate information is entered, any open cases for that provider submitted via UnitedHealthcareOnline.com will appear at the bottom of the of the screen. See the last page for information on **Prior Authorization/Notification Status**.
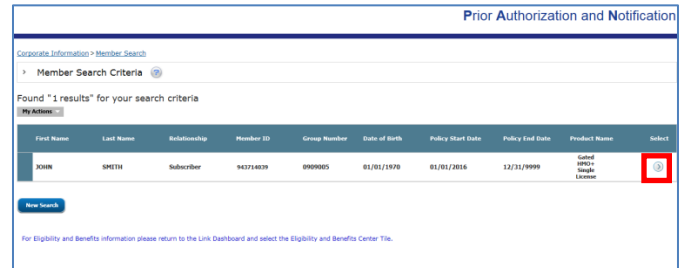
6. Select a **Search Method** and enter the required information
7. Choose **Individual** or **Family**, if prompted
8. Click **Search**

9. **Select** the desired patient

If a Prior Authorization/Notification is required for the selected member's plan, then you will be directed to the **Inquiry Form.**

1. Select the **Service Details** from the pull-down menus
2. Enter the **Requesting Provider Information**, including **Search Address** (see screen above)
3. Under **Search Address**, select the correct radio button and then click **OK**
4. Enter the **Diagnosis Code(s)**
5. Enter the **Procedure Code(s)**

NOTE: Enter a Code or Description then click on **Code** or **Search** to complete the information

6. Click **Search for Servicing Provider**

NOTE: If the Requesting Service Provider is the same as the Performing Service Provider, then click the **Use Requesting Provider** check box

7. Select search method, enter the information then click **Search**

8. Expand the appropriate provider then click **Select** to choose a particular location

9. Click **Add Provider To Case**

10. Once the form is complete, click **Submit**

Complete Prior Authorization/Notification

1. If the Prior Authorization/Notification is required and can be completed online, click **Initiate Now**

NOTE: Possible results include:
- Prior Authorization/Notification is required for one or more of the procedures entered
- Prior Authorization/Notification is not required for the requested services
    - The "Initiate Now" button may still display; if so, you can continue and initiate the request

You will be directed to the Case Information screen to complete the Prior Authorization/Notification

2. Verify all of the information, including the Clinical Notes and Contact sections.
3. If it adheres to regulations, you may check the box for an **Expedited Review**

NOTE: Some UnitedHealthcare products only allow up to 256 characters in the Clinical Notes section.

Additional Information (only if prompted)

You may be prompted to include additional information, either attach documents or complete a questionnaire.

Attach Documents:

- Enter **Clinical Notes** in the pop-up
- Attach documents online by selecting **Upload File**

NOTE: Some UnitedHealthcare products only allow up to 256 characters in the Clinical Notes section.

Maximum file size is 3.5MB, but there is no limit to the number of files which can be uploaded. Acceptable file types are bmp, doc, docx, gif, jpg, jpeg, pdf, png, tiff, and txt.

You may be prompted to submit information via fax instead of online.

You cannot Upload a file for inpatient admissions. It is necessary to either fax as instructed in pop-up message or search for the reference number and attach documents.

- Choose the desired file from your computer directory and click **Open**

NOTE: Once uploaded, documents cannot be removed.

- **Check the box,** to affirm that information is required before a determination can be made and click **OK**

Complete a Questionnaire:

- Complete the questionnaire by selecting the appropriate radio buttons

- Once complete, select **Save & Submit** from the **Actions** menu
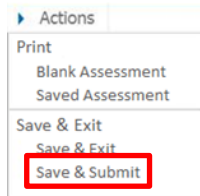
4. Select **Submit** at the bottom of the page to return to the Eligibility & Benefits Application

Review the confirmation page, noting the **Reference Number**

NOTE: All updates to existing Prior Authorizations/Notifications are done through Prior Authorization/Notification Status in UnitedHealthcareOnline.com, regardless of where the submission was initiated.

Check Status of Prior Authorization/Notification

Once the coporate information is entered, any open cases for that provider submitted via UnitedHealthcareOnline.com will appear at the bottom of the of the screen.

1. Click on the **View Details** arrow for more information

NOTE: You may also search for a specific case by entering a **Reference Number** then clicking **Search** [Available whether called in or submitted through UnitedHealthcareOnline.com.]

2. Review the **Case Details**

Attach Additional Documents

1. If desired, select **Attach Documents** to attach additional information

2. Click **Choose a File**

3. Select the desired file from your computer directory and click **Open**
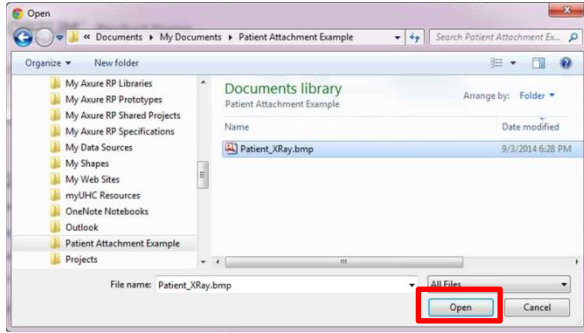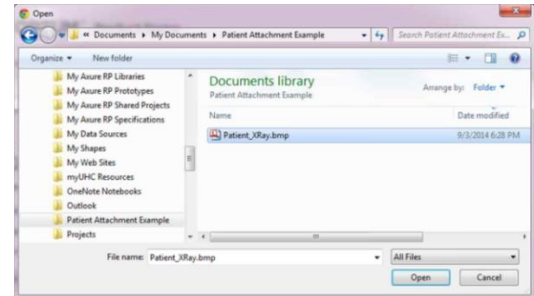

4. Once complete, click **OK**

NOTE: Maximum file size is 25MB, but there is no limit to the number of files which can be uploaded.
Acceptable file types are bmp, doc, docx, gif, jpg, jpeg, pdf, png, tiff, and txt.

Additional Quick Reference available on
UnitedHealthcareOnline.com

Tune in to what's new.
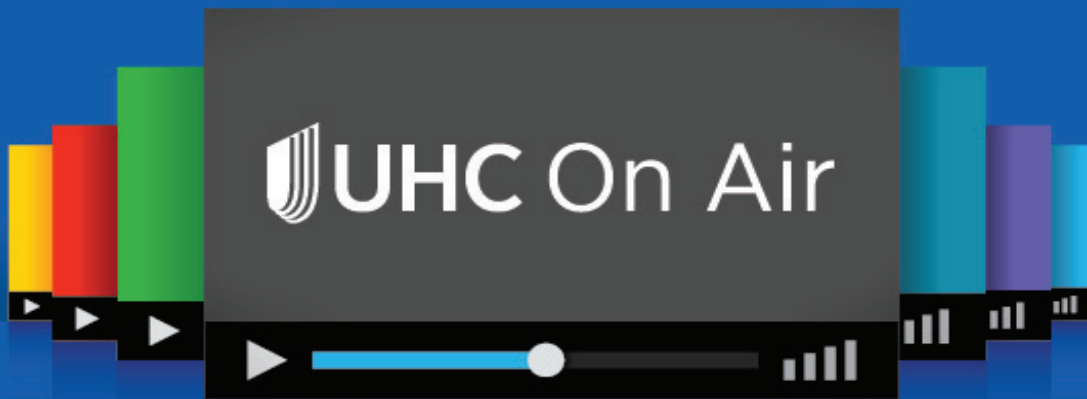
It's programming just for providers.

Our live broadcasts give you the opportunity to simply listen in or interact with speakers by asking questions or offering suggestions. And we're always creating more on-demand programs that you can choose to watch any time, from any smart device or computer. Our live and on demand programs include these topics and much more:

Ask an Advocate Sessions

Claims Processing and Payment

Provider Training and Orientations

Behavioral Health Issues

Reform and Regulations

Accountable Care Tools and Programs

UnitedHealthcare®

How to get access

1
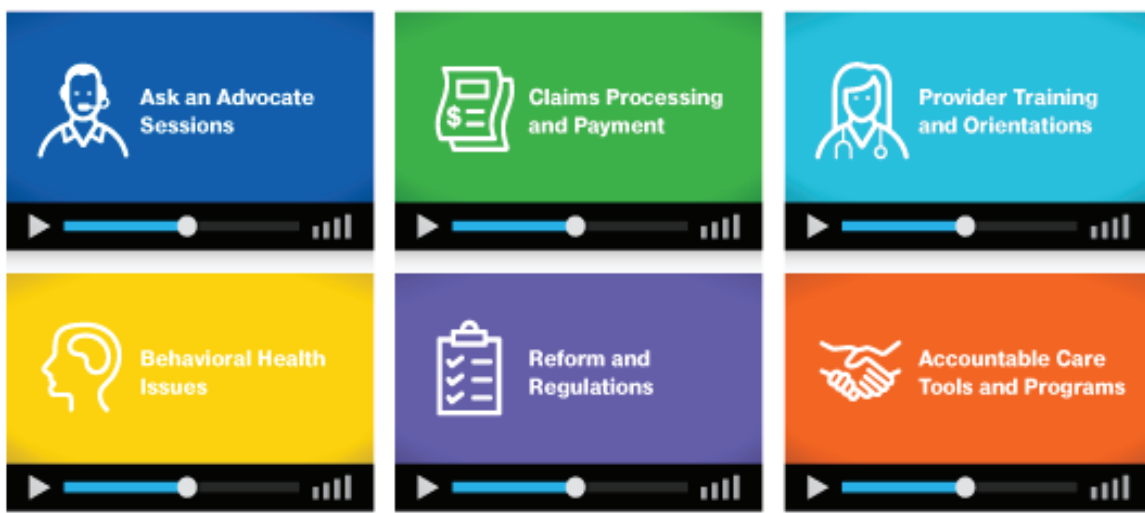
Log in to **Link** and select the **UHC On Air tile.**

2

Select the **UHC News Now channel** to watch national UnitedHealthcare information, related to Medicare, Medicaid, Military & Veterans and Commercial benefit plans, programs and services. Select your **state-specific channel** to see our local programming.

3

After selecting your channel, you'll see videos categorized by plan type. **You'll see broadcasts categorized by plan type and general information.**

UHC On Air has expanded to a number of new markets and has more than 7,000 registered viewers since its 2013 launch in Tennessee.

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