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](http://UnitedHealthcareOnline.com)

2. **Select** [Claims Reconsideration](http://UnitedHealthcareOnline.com)

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

![Image](Update/Resubmit Request)

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

![Image](Additional Quick Reference Cards are available on UnitedHealthcareOnline.com)

4. Once complete, click on the Submit button

### 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
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

   ![UnitedHealthcareOnline.com Sign In](https://example.com)

2. **Select Claims Reconsideration**

   ![Claims Reconsideration Selection](https://example.com)

### Start Claim Reconsideration Request (continued)

**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

   ![Complete Provider/Organization Information](https://example.com)

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

   ![Create Request Button](https://example.com)

### Start Claim Reconsideration Request

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

You have 5 draft claim(s) selected from Claims Management. To process [Click here](https://example.com).

You would select [Click here](https://example.com), 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**

   ![First Date of Service and Family Indicator](https://example.com)

2. **Select one of three available Search Criteria and enter the appropriate information**

   ![Search Criteria](https://example.com)

3. **Click Search Member**

4. **Select the appropriate radio button**

5. **Click Select Member**

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**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

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**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**

2. Click on "Browse" to select a document from your computer

3. Click **OK**

4. Repeat this process until all required documents are attached

**Note:** If you manually entered the claim information you will be reminded to attach a copy of the claim in addition to other attachments
Note: The following document types can be attached: .pdf, .doc, .docx, .ppt, .pps, .xls, .xlsx, .jpg, .jpeg, .tif, .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

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

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.
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Additional Quick Reference Cards are available on UnitedHealthcareOnline.com
STATUS, ATTACHMENTS
AND APPEALS
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.

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

Corporate Information

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

NOTE: Clicking the Information icon will give Grace Period Information

Claim Search

1. Choose a search method
2. Enter the required information
Claim Search (continued)

3. **Click** Search

   ![Image of Claim Search interface]

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

4. **Select** the desired Claim

   ![Image of Claim information]

   **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

   ![Image of 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

   ![Icons for Letters, More Information]

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

   ![Image of My Action menu highlighting options]

   **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

   ![Image of Claim information highlighting options]

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

   ![Image of Claim information with note]

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

**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
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.

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](http://UnitedHealthcareOnline.com)

### 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

### Corporate Information
1. Select the appropriate Provider/Organization, Corporate Name, Tax ID Number and Provider/Physician Name
2. Click Submit

**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.
Member Search (continued)

6. Review the Patient and Benefits Information

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

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.

Perform a New Search

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
You may submit and check the status of Prior Authorizations/Notifications in the Prior Authorization & Notification application, via Link.

### Get Started

1. **Sign in** at UnitedHealthcareOnline.com

   ![UnitedHealthcareOnline.com Screen](image)

2. **Select Prior Authorization & Notification**

   ![Prior Authorization & Notification Screen](image)

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

3. **Click Start Here**

   ![Start Here Screen](image)

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

5. **Click Submit**

   ![Submit Screen](image)

   **Note:** Once the corporate information is entered, any open cases for that provider submitted via UnitedHealthcareOnline.com will appear at the bottom 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**

   ![Search Results Screen](image)

9. **Select the desired patient**

   ![Select Patient Screen](image)
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**

   ![Initiate Now button](image)

   **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**

   ![Upload File](image)

   **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.
Additional Information (only if prompted)

- 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

Complete Prior Authorization/Notification (continued)

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 corporate 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
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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.

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