

Where to find tools on the UnitedHealthcare Provider Portal

Quick reference guide

Over the next few months, all self-service tools will be officially retiring from the legacy Link online self-service experience. As we continue to upgrade our digital services, we have introduced a better system to work with us — the UnitedHealthcare Provider Portal. With the portal, you'll be able to find everything you need and customize various features right in the dashboard. Here's a list of tools that are currently available in the portal and where to find them, as well as a look at when other tools will be available.

Capability name	Description	Dashboard location
July 2020		
Claims	Check claim status and payment information, submit reconsiderations, attach documentation to claims and/or appeal decisions made on claims. Learn more	Claims & Payments
Eligibility & Benefits	Check coverage dates, policy information, detailed benefits information and get a copy of the digital ID card. Learn more	Eligibility
Prior Authorization and Notification (PAAN)	Check prior authorization requirements, submit new medical prior authorizations and inpatient admission notifications, check the status of a request, and submit case updates such as uploading required clinical documentation. Learn more	Prior Authorizations
March 2021		
Document Vault	Find PDFs of letters, documents and reports, such as claim letters, prior authorizations, payment documents, appeals and disputes and overpayment documents. Document Vault gives faster access to these items rather than waiting for them to arrive in the mail. Learn more	Reporting & Documents
Electronic Payment Solutions (EPS)/ Optum Pay™	Electronic payments and statements services, with the ability to select Automated Clearing House (ACH)/direct deposit or Virtual Card Payments (VCP). Learn more	Claims & Payments



Capability name	Description	Dashboard location
My Practice Profile	View, update and attest to the care provider demographic information that UnitedHealthcare members see for your organization. Learn more	Manage Practice
Paperless Delivery Options	Allows password owners to turn off the delivery of paper copies in the mail and sign up for electronic delivery of clinical related documents through Document Vault. Learn more	Manage Practice
Referrals	Submit new referral requests and check the status of referral submissions for members with plan level referral requirements. Learn more	Referrals
TrackIt	View at the TIN level, actionable items for claims, prior authorizations, and smart edits with appeals and referrals coming later this year. Learn more	Next to My Account
UnitedHealthcare OneNet PPO Pricing	OneNet PPO is a network that is leased by insurance carriers, third party administrators, workers compensation insurers and administrators and self-funded groups. Learn more	Claims & Payments
May–July 2021		
AARP® Provider Online Tool	Provides easy access to verify patient eligibility and benefits, check status on submitted claims and view payments and explanation of benefit details. Learn more	Additional Tools
CAQH ProView™	Free to health care professionals, provides a simple online process, allows for sharing and maintaining information collected for credentialing. Learn more	Manage Practice
Care Conductor and Notification of Pregnancy	Connects utilization management with case, disease and health and wellness management functions across the continuum of care	Clinical & Pharmacy
Claims Submission	Submit professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members and track the process through the claim life cycle. Learn more	Claims & Payments
Cover My Meds	Free for prescribers and their staff and provides paperless Rx prior authorization submissions for multiple payers	Clinical & Pharmacy
DentalXChange	Connects dental practices to insurance companies	To be determined
Healthcare Business Management Association (HBMA) Find a Medical Biller	Helps identify medical billing companies in their local area by specialty and certification. The icon would direct users directly into the program to access the information	Claims & Payments
Health Plan of Nevada	Payer self-service portal for specific health plans, entity or segment for all product lines	Additional Tools
InstaMed Member Payments	Ability for health care professionals to receive patient payments deposited directly into their bank account for free	Claims & Payments
Medical Billing Education	Educational webinars dedicated to expanding revenue cycle management knowledge	Training & Support
Office Ally	Suite of web-based solutions, allowing for patient care from the point of contact in the physician's office	Claims & Payments
Optum Physical Health	Provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and other self-service capabilities and time-saving tools. Learn more	Additional Tools

Capability name	Description	Dashboard location
Secure Messenger Clinical Data Submission	Simple process for submitting clinical data to UnitedHealthcare in partnership to meet HEDIS® and Medicare STARS quality standards	Clinical & Pharmacy
Spectera Vision Providers	Payer self-service portal for specific health plans, entity or segment. Learn more	Additional Tools
UnitedHealth One	Payer self-service portal for specific health plans, entity or segment (individual policies). Learn more	Additional Tools
UnitedHealth Premium® Program	Provides physician designations based on quality and cost-efficiency criteria to help members make more informed and personally appropriate choices for their medical care. Learn more	Additional Tools
UnitedHealthcare Claims Research Project	Allows health care professionals to submit 20 or more claims at a time for reconsideration	Claims & Payments
UnitedHealthcare Dental	Access to dental eligibility and benefits, claims, electronic payments and statements and more. Learn more	Additional Tools
UnitedHealthcare Dental Community Plan and Duals Special Needs (DSNP) Benefit Providers	Payer self-service portal for specific health plans, entity or segment	Additional Tools
UnitedHealthcare Insights	UnitedHealthcare Insights provides a high-level view of health care professional operational performance metrics. Strategic UnitedHealthcare partners can analyze the data and make insight-based decisions based on various claim and operational metrics. Learn more	Documents & Reporting
UMR	UMR.com self-service portal provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and other self-service capabilities and time-saving tools. Learn more	Additional Tools
UnitedHealth One	Provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and many other self-service capabilities and time-saving tools	Additional Tools
UnitedHealthcare Oxford	Provides easy access to verify patient eligibility and benefits, check status on submitted claims, view payments and explanation of benefit details and many other self-service capabilities and time-saving tools. Learn more	Additional Tools
UnitedHealthcare Practice Facility Profile	Allows facilities to submit demographic updates online	Manage Practice
UnitedHealthcare Reports	Reports are specific to UnitedHealthcare Community Plan members in certain states, unless otherwise specified, variations apply	Documents & Reporting
UnitedHealthcare Single Explanation of Benefits (EOB)	Allows a health care professional to look up a single explanation of benefits by status and date or payment number	Claims & Payments
UnitedHealthcare West Reports	View and download UnitedHealthcare West reports and data files	Documents & Reporting

Upcoming moves

Capability name	Description	Dashboard location
August–September 2021		
All Savers Alternate Funding	Payer self-service portal for specific health plans, entity or segment	Additional Tools
Direct Connect	Collaboration and communication platform to reconcile and resolve overpayments and underpayments	Claims & Payments
Hospital Performance- Based Compensation Reports	An incentive program that rewards health care professionals for performance against specific quality and efficiency measures	Documents & Reporting
Individual Health Record	Provides health care professionals and health plan administrators with a view of all patient clinical and health plan related medical information at a patient level in an aggregated consumable format	Clinical & Pharmacy
JADE	Simplifies and streamlines the exchange of diagnosis information (by way of a corrected CMS 1500 form) captured in the member's medical record to include unreported diagnosis codes or new and unique conditions	Additional Tools
Medical Therapy Management	Provides users with a way to identify and manage members identified for medication therapies	Clinical & Pharmacy
North Carolina Virtual Health	Provides a holistic view of each member and informs caregivers of actions to take for improved health outcomes	Additional Tools
NowClinic	Telehealth technology service provider including network of credentialed care professionals	To be determined
Onboard Pro	Allows health care professionals to submit requests for participation with the UnitedHealthcare network and provides assistance through the credentialing and contracting process. Learn more	Manage Practice
Optum Behavioral Provider Express Portal	Featured website for behavioral health providers working with individuals whose benefits are administered by Optum. Learn more	Additional Tools
Optum Intelligent Electronic Data Interchange (EDI)	Delivers in-stream capabilities to improve claims integrity from first submission to final payer response	Additional Tools
Optum VA Community Care Network	Optum VA Community Care Network provider portal contains training, guides, news announcements and documents	To be determined
Optum™ Data Exchange	Optum™ Health Information Exchange (HIE) solution quickly brings clinical information together from all systems in a network	To be determined
Patterns of Care	Provides insights to reduce costs and improve quality by leveraging the physicians in a health care professional's community. This program includes the analytics needed to identify the high-performing and low-performing primary care providers (PCPs) that serve members.	Additional Tools

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Physician Performance & Reporting	Offers quality and cost-efficiency benchmarks and patient-specific information to deliver the best possible clinical care while empowering health care professionals to meet personal and professional goals	Documents & Reporting
PreCheck MyScript®	Pricing tool for drugs based on patients plan, drug and quantity; provides preferred alternatives for prescribed drugs; allows health care professionals to submit an electronic prior authorization (ePA). Learn more	Clinical & Pharmacy
Provider Assist	Care delivery and decision support	Clinical & Pharmacy
Remote EMR access	Used to request assistance or information from the UnitedHealthcare EMR team if health care professionals would like to allow our staff remote access to their EMR system	To be determined
Specialty Management Access Portal	Contracted medical health care professionals can submit medication claims, check patient eligibility and cost share and obtain real-time medication coverage for patients who are OptumRx benefit plan members	To be determined
Test Registry	A repository of all the laboratory test definitions, covering genetics, clinical and pathology. These test definitions are provided and maintained by laboratories. Learn more	To be determined
UCS Delegation Oversight	Customer Portal for Executive Health Resources clients. Supports case referrals, document upload and reporting capabilities for concurrent review and appeal businesses.	To be determined
UnitedHealthcare Claim Estimator	Receive professional claim pre-determinations, estimate claim reimbursement, share estimates with patient before treatment and improve claim submission accuracy to reduce future claim denials. Learn more	Claims & Payments
UnitedHealthcare CommunityCare	Web-based care management system provides access to population-wide clinical analytics and risk stratification results, patient-specific care records and gaps in care results	Clinical & Pharmacy
UnitedHealthcare Fee Schedule Lookup	Allows participating commercial plan health care professionals to look up contracted rates for CPT® and HCPCS codes for a specific physician/health care professional name and product	Additional Tools
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Get ready to go completely digital

This is part of our efforts to create an integrated and time-saving way for you to move seamlessly between the different tasks you need to accomplish. Digital transactions get information to you faster and reduce the amount of paper health care professionals must manage.

- For a quick overview of our paperless initiative, view our **paperless resources**
- For the best user experience with our online services, make sure you're using a **compatible web browser**
- To understand the high-level differences between each digital solution, check out our **Digital Solutions Comparison Guide**
- For additional education and training, visit **UHCprovider.com/training**