

## Done and done!

Thanks to your great feedback, we've just completed the biggest and best changes to our online tools to bring you a better online experience.

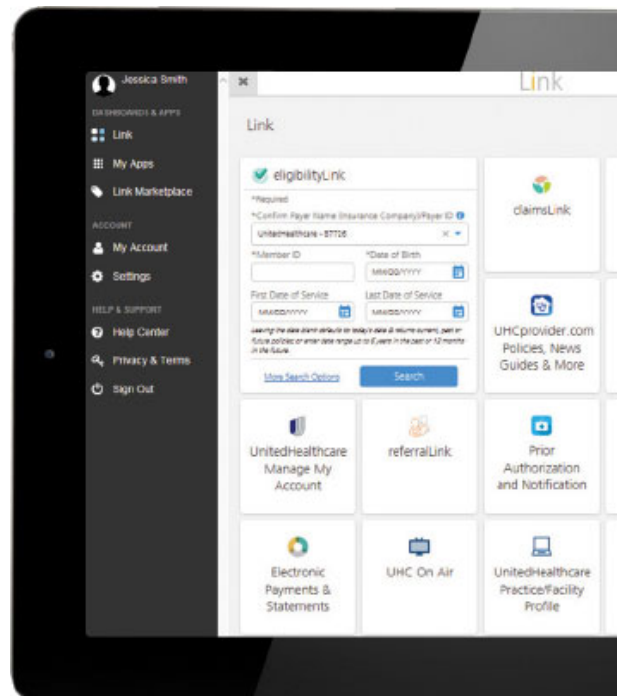


## Why all the changes?

Your user experience is our top focus. To help improve your online experience, we've introduced a lot of new tools and retired some of our websites.

We know learning new tools takes time and can be disruptive, so we want to say thanks! We hope you're finding it handy that we've put our online tools in one place. And while we'll continue working to enhance Link based on your continued feedback, rest assured we've wrapped up the big changes for now.

[Learn Why We Made the Changes](#)



[Ready to learn more](#)

[Want to find out about](#)

## about using Link?

We have instructor-led training webinars as well as short video tutorials to help new Link users understand the basics, or give experienced users tips to work faster and discover new features.

[See Available Training](#)

## recent updates and enhancements?

We want your experience with our online tools to be exceptional.

[Find Out About Recent Updates](#)

[Learn About Our Most Popular Tools](#)



## The big changes are now complete

We know there's been a lot going on with our online tools recently, and we appreciate you sticking with us! We'll continue working to enhance Link based on your feedback, but we've wrapped up the big changes for now.

### Thanks For Your Help

You asked for fewer websites to help make it easier to do business with us so we started by building Link and UHCprovider.com.

[Link](#) now houses all of your self-service tools in one place. With Link, you can check eligibility, submit referrals, claims and prior authorization requests, get real-time prescription costs and coverage details, and so much more. Watch this [video](#) for an overview of Link.

[UHCprovider.com](#) has the content you need for multiple benefit plans, along with a better search engine and improved user experience. Here you'll find information and materials from UnitedHealthcareOnline.com, UHCWest.com and UHCCommunityPlan.com so you don't need to jump between websites. Content from other UnitedHealthcare websites will be added over time to further streamline your online experience.

### A Gradual Transition

You may wonder why the transition to Link was so gradual. UnitedHealthcareOnline.com was home to more than 20 web-based transactions that needed to be upgraded and moved to Link before the site retired. We knew it would take a while to complete the changes, but we wanted you to have a chance to use the new Link tools as soon as they were available. This resulted in a long period of change, but we hope it was easier than making a big change all at once.

### What Happens Next?

We know there's more work to be done, so we'll continue to pay close attention to your feedback and work to improve our online tools to better meet your needs. Now that we've retired our two largest sites –

UnitedHealthcareOnline.com and UHCwest.com – and Link and UHCprovider.com are fully functional, updates and enhancements will be less disruptive.

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## Training for new and current Link users

We offer instructor-led training webinars and short video tutorials to help new Link users understand the basics, or give experienced users tips to work faster and discover new features.

### On-Demand Videos on UHC On Air

To access our video library, go to UHCprovider.com and click on the Link button in the top right corner. Open the UHC On Air tool, select UHC News Now and then select the Link and Provider Self-Service series. We update the video selection regularly; there are currently 17 videos with topics that include:

- Link Overview
- Determining Your Tiered Status for Patients with eligibilityLink
- Finding Therapy Accumulators with eligibilityLink
- Checking Claim Status with claimsLink
- Submitting Claims Reconsideration and Appeals with claimsLink
- Getting Letters and Reports with Document Vault
- Paperless Delivery Options

### Instructor-Led Webinars

To sign up for a webinar, click on one of the following sessions, then view available dates and times in the drop down menu. To see all available topics, go to [UHCprovider.com/training](https://UHCprovider.com/training).

**[Link Registration and Multi-TIN Access:](#)** If you handle billing for multiple tax ID numbers (TINs), find out how to access them all with a single user ID and password.

**[Link Core Apps: claimsLink and eligibilityLink:](#)** Learn about our two most popular tools.

**[Prior Authorization and Notification Overview:](#)** Learn how to submit, view and update prior authorization and notification requests.

**[Electronic Payments & Statements:](#)** Get the information you need to decide if direct deposit or virtual card payments are right for your organization.

**[My Practice Profile:](#)** Find out how to view and update demographic information members see for your practice. Please note that the tool isn't yet available for all care practices or facilities.

[Claim Submission](#): Learn how to submit professional and national drug code (NDC) claims.

[Billing Company Training](#): Start with multi-TIN access and learn about features relevant to billing companies.

[referralLink](#): Learn how to submit referrals online for all UnitedHealthcare benefit plans.

[Introduction to Electronic Data Interchange \(EDI\)](#): While EDI isn't part of Link, you can learn why many care providers send and receive the bulk of their information through EDI and use Link when they need more information.

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## Learn about recent updates and enhancements

We're continually improving our Link tools to better support your needs. Check out some recent enhancements:

### **New! referralLink Available**

Now you can use referralLink to submit or check referrals for most UnitedHealthcare benefit plans. You can get to referralLink from within eligibilityLink or from the referralLink tile on your Link dashboard. For more information, go to [UHCprovider.com/referralLink](https://UHCprovider.com/referralLink).

### **Claim Submission Tool Added**

The Claim Submission tool allows you to submit professional claims for UnitedHealthcare commercial, Medicare, Medicaid, UnitedHealthcare Oxford and UnitedHealthcare West plans, at no charge. To learn more, go to [UHCprovider.com/claims](https://UHCprovider.com/claims).

### **claimsLink File Upload Size Increased to 50MB**

Now you can upload larger files for claim reconsideration requests, appeals, and requests for additional information.

### **Prior Authorization and More Claim Letters Available in Document Vault**

Document Vault now houses prior authorization letters for UnitedHealthcare commercial, Medicare and UnitedHealthcare West members. Claim letters for both UnitedHealthcare commercial and Medicare members are now included. Your Link Password Owner can turn off mail delivery for these letters using Paperless Delivery Options. For more information, go to [UHCprovider.com/documentvault](https://UHCprovider.com/documentvault) and [UHCprovider.com/paperless](https://UHCprovider.com/paperless).

## Prior Authorization and Notification

Cancelled cases now show a cross-reference to the associated new case(s). In the case status search using member information, date ranges are now optional and have been increased from 90 days to six months.

## Manage My Account

Formerly My Profile, this tool allows you to view or update your personal user information.

You can also find updates and enhancements in our monthly Network Bulletin newsletter. To subscribe, update your email preferences [here](#).

For help with Link, call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.

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# Are you using our best online tools?

Here's an overview of our most popular Link tools. You can also watch our newest video – [Link Self Service Tools Overview](#) – for more information.



### eligibilityLink

Use eligibilityLink to check member eligibility and review detailed benefits information. If a referral is needed, you can start the request here – without returning to your dashboard to open referralLink.

[Learn More](#)



### claimsLink

Use claimsLink to get the most up-to-date claims status and payment information, and submit your claim reconsideration requests.

[Learn More](#)



### Prior Authorization and Notification

Use Prior Authorization and Notification to check requirements, submit requests, upload medical notes, check status and update cases — without faxing or calling!

[Learn More](#)

### referralLink

Use referralLink to check referral requirements, submit referral requests and see the status of



referrals for UnitedHealthcare commercial, Medicare, Medicaid, UnitedHealthcare Oxford\* and UnitedHealthcare West members.

*\*UnitedHealthcare Oxford commercial members are available upon plan renewal.*

[Learn More](#)



### **My Practice Profile**

View, update and attest to the care provider demographic information UnitedHealthcare members see for your organization. Use My Practice Profile to make demographic changes just one time, in one place – and get those updates into our systems more quickly.

*My Practice Profile is not yet available to all care practices or facilities.*

[Learn More](#)

## **Getting Started**

You need an Optum ID to use Link. Go to [UHCprovider.com/newuser](https://UHCprovider.com/newuser) to get started. You can read more about our Link tools at [UHCprovider.com/link](https://UHCprovider.com/link).

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Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.

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