UnitedHealthcare service updates

Change Healthcare has experienced a cybersecurity issue. UnitedHealthcare has worked diligently to respond to recent **recommendations** provided by U.S. Department of Health and Human Services (HHS) and Centers for Medicare & Medicaid Services (CMS). We are committed to support providers who have problems completing clinical, administrative, and financial transactions. We have multiple options to work with UnitedHealthcare outlined below with additional information on how we are supporting providers.

Provider Temporary Assistance Funding Program
For UnitedHealthcare, the overwhelming majority of payments to providers have been operating timely and effectively. Optum has developed a Temporary Funding Assistance Program designed to help bridge the gap in short-term cash flow needs for providers impacted by the disruption of Change Healthcare's services.

This applies to medical, dental and vision providers and will involve advancing funds each week representing the difference between their historical payment levels and the payment levels post attack. Advances will not need to be repaid until claims flows have fully resumed. Providers must complete a one-time registration to access funding.

To register for temporary funding assistance, please visit the **Optum Temporary Funding Assistance** page**.**

Timely Filing Requirements
For those impacted by the Change Healthcare incident, timely filing requirements will not apply to claims that are received Feb. 15, 2024, through Jun. 15, 2024, for many UnitedHealthcare fully insured commercial, UnitedHealthcare® Medicare Advantage, UnitedHealthcare community plans and UnitedHealthcare Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans. Notably, individual states will determine the timely filing deadlines for their respective UnitedHealthcare community plans. As these timeframes are updated, we will post those updates on this page.

Claims Payment
Payments for claims received by UnitedHealthcare continue without disruption. For provider groups that are unable to submit claims, please review alternate options for claims submission (other clearinghouses, the United Healthcare Provider Portal, paper claims). Leveraging alternate claims submission methods will all result in timely processing and payment.

Claims Submission and Processing
EDI transactions from clearinghouses are fully functional and secure. Providers can also submit individual claims and check claim status through the **UnitedHealthcare Provider Portal** or by submitting paper claims using the contact information on the member ID card. Instructions on claim submission are available here.

Claims Status and Remittance Files
UnitedHealthcare can now directly share electronic remittance and 835 files without using a clearinghouse. Our secure API connection permits providers to access 835 files through our All Claims/Documents API service. Electronic remittance is also available to registered users through the **Optum Pay Portal**.

Existing Documents API clients can contact us directly to add access to 835 files by emailing apiconsultant@uhc.com. Providers that are interested in developing a secure API can find more information on our **API Marketplace** site.

Providers interested in access to the Optum Pay Portal, if you are not a registered user, please refer to the **Optum Pay** resource page for detailed instructions on how to register and request electronic remittance/835 files.

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Eligibility Checks
UnitedHealthcare's API feeds and Provider Portal eligibility checks are secure and fully functional. Instructions for how to use UnitedHealthcare Provider Portal are **here**. Providers that are interested in developing a secure API can find more information on our **API Marketplace** site.

Inpatient Admission Notifications
UnitedHealthcare can accept notifications from all clearinghouses except Change Healthcare, and through the UnitedHealthcare Prior Authorization and Advance Notification (PAAN) tool, chat, phone, or fax. By accessing the PAAN tool, you will be able to complete your inpatient admission notifications and include your clinical documentation at the same time.

Prior Authorizations
In order to support providers while Change Healthcare's systems were down, we temporarily suspended prior authorizations for most outpatient services and utilization management (UM) review for UnitedHealthcare Medicare Advantage and Dual Special Needs Plan (DSNP) members from March 8, 2024 through April 15, 2024.

Change Healthcare updates
For information on the Change Healthcare cyber response and product restoration updates, please visit the **cyber response page**.

Additional support needs
Should you need additional support during this time, please reach out to your Provider Advocate, or connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**. For additional contact information, visit our **Contact us** page.

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APPENDIX

How to submit a claim
You can submit a claim through the UnitedHealthcare Provider Portal:
- From any page on **UHCprovider.com,** select Sign In at the top-right corner
- Enter your One Healthcare ID
  – New users without and a One Healthcare ID: visit **UHCprovider.com/access** to get started
- In the menu, select **Claims & Payments > Submit a Claim**
- Complete the fields, attach supporting documents and submit

To learn more about claim submissions, view our **training guide.**

How to check eligibility and benefits
You can verify member eligibility and determine member benefits through the UnitedHealthcare Provider Portal:
- From any page on **UHCprovider.com,** select Sign In at the top-right corner
- Enter your One Healthcare ID
  – New users who don't have a One Healthcare ID: Visit **UHCprovider.com/access** to get started
- Select Eligibility and enter your search criteria

To learn more about eligibility and benefits, view our **training guide.**

Prior authorization

How to access the Prior Authorization and Notification tool
You can access the Prior Authorization and Notification tool through the UnitedHealthcare Provider Portal:
- From any page on **UHCprovider.com,** select Sign In at the top-right corner
- Enter your One Healthcare ID
  – New users who don't have a One Healthcare ID: Visit **UHCprovider.com/access** to get started
- In the menu, select Prior Authorizations

To learn more about prior authorizations, view our **training guide.**

How to submit a prior authorization request
You can submit a prior authorization request through the UnitedHealthcare Provider Portal:
- From any page on **UHCprovider.com,** select Sign In at the top-right corner
- Enter your One Healthcare ID
  – New users who don't have a One Healthcare ID: Visit **UHCprovider.com/access** to get started
- From the left-hand tabs, select **Prior Authorizations & Notifications.** Then, click "Create a new request."
- Select the appropriate prior authorization type from the dropdown
- Enter the required information and click Continue

To learn more about prior authorizations, view our **training guide.**

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