

Claims

Reconsideration

Get the most up-to-date claims status and payment information, and the ability to submit your claim reconsideration requests – all in one easy-to-use tool without mailing or faxing.

- 1 Sign in at UHCprovider.com
- 2 Select **Claims & Payments** from the Provider Portal
 - If not yet registered, consult UHCprovider.com/access
- 3 Enter the criteria and **Submit Search**
- 4 Select a claim from the Search Results
- 5 Review the claim

The screenshot displays the United Healthcare Provider Portal interface. At the top, there is a search bar and navigation links for 'Training & Support', 'Practice Management', 'Trackit', and a user profile for 'Michelle'. Below this is a navigation menu with options like 'Eligibility', 'Claims & Payments', 'Referrals', 'Prior Authorizations', 'Clinical & Pharmacy', 'Documents & Reporting', and 'Additional Tools'. The main content area is titled 'Welcome, Michelle!' and includes a message about verifying payer and provider information. A sidebar on the left contains navigation links for 'Eligibility', 'Claims & Payments' (highlighted with an orange box), 'Referrals', 'Prior Authorizations & Notifications', and 'Documents & Reporting'. The central 'Select Task' section offers options to 'Look Up a Claim' or 'Search Single PRA'. It features a search criteria dropdown, a search by TIN (133333308) or Provider Grace, and input fields for Member ID, Date of Birth, First Service Date, and Last Service Date. A 'Submit Search' button is located at the bottom. On the right, there are 'Claims & Payments Resources' including tool resources, training guides, and quick links to 'Optum Pay', 'UMR', and 'UnitedHealthcare Claim Estimator'.

If desired, under **Take Action** select the **Create Claim Reconsideration** button.

Complete the following:

A. Contact Information

B. Request Details

- **Amount Requested** – enter the full amount you expect, not the difference between expected and received
- **Request Reason**

C. Request Comments

- State how the claim was processed
- Give your evidence of why it should be processed differently

D. Add documents

- No limit to the number of attachments
- Each file must be less than 50 MB

E. Submit

- You will immediately receive a confirmation
- The standard reprocessing time is 30 calendar days/20 business days

The screenshot shows the 'Create Claim Reconsideration' form. At the top is a blue button labeled 'Create Claim Reconsideration'. Below it is the form title 'Create a Reconsideration' and a disclaimer: 'This form is to be completed by physicians, hospitals or other health care professionals to request a claim reconsideration for members enrolled in benefit plans administered by UnitedHealthcare. A separate request must be filled out for each claim reconsideration. Don't use this form for appeals or disputes. Continue to use your standard appeals process for formal appeals and disputes.'

The form is divided into several sections, each with a callout letter in a red circle:

- A. Contact Information:** This section is divided into 'Provider Information' and 'Submitter's Contact Information'. 'Provider Information' includes fields for 'Billing Provider', 'Healthcare Network', 'Tax ID Number', and 'Servicing Provider'. 'Submitter's Contact Information' includes fields for 'First Name', 'Last Name', 'Phone Number', and 'Email Address'. A note says 'All Fields are Required' and '(near) please enter'.
- B. Request Information & History:** This section is divided into 'Request Details' and 'Request Comments'. 'Request Details' includes fields for 'Amount Requested' (with an 'I don't know' checkbox) and 'Request Reason'. 'Request Comments' includes a text area for 'New Comment' and a note 'Comments are required'.
- D. Attachments:** This section is titled 'Add Document(s)' and 'Add supporting documents for your request by uploading files from your computer.' It includes a note about file size and supported types, a dashed box for 'Drag and Drop a Document Here', and a 'Browse and Upload Document' button.
- E. Submit:** At the bottom, there are 'Cancel' and 'Submit Reconsideration' buttons. A note above the buttons says 'Files cannot be deleted once you click the submit button.'

For more information

Please consult our interactive **Self-Paced User Guide** at UHCprovider.com/claimsportal