

How to join the UnitedHealthcare network

Quick reference guide

This guide is designed to help ensure new UnitedHealthcare Community Plan of Minnesota health care professionals know how to **Join our network** using our online tools.

Exempt care providers:

- Housing Stabilization Services (HSS) or Home- and Community-Based Services (HCBS) Elderly Waiver care providers aren't required to join our network. Please go to the **UnitedHealthcare Community Plan of Minnesota** > HSS or HCBS Elderly Waiver sections for more information. You can also email us at uhchssproviders@uhc.com with questions. Depending on your services, you don't need to contract directly with UnitedHealthcare as long as you have approval and are registered with the state.
- For credentialing and contracting for vision care, mental health, dental, chiropractor, outpatient therapy/clinic (physical/occupational/speech therapy) or as an alternative medicine health care professional, see **Join our network - Dental, vision, behavioral health and other** and review our **Credentialing and recredentialing frequently asked questions**
- Public health clinics, school based-public clinics and community health workers - please email us at MN-CSPProviderRelations@uhc.com for guidance regarding our credentialing and contracting process

Onboard Pro gets you started

The process for joining our network begins with our Onboard Pro digital tool. The **Onboard Pro Interactive Guide**, will walk you through the process of getting started using our **UnitedHealthcare Provider Portal**. Once signed in using your One Healthcare ID and password, you'll use **Onboard Pro**. If you don't have a One Healthcare ID, visit UHCprovider.com/access.

Resources

The following is a consolidated list of resources, by category, to assist you with becoming a part of our network:

Credentialing

Credentialing is a peer-review process designed to review information important to the credentialing entity's decision whether to contract with a licensed independent practitioner or facility, either initially or on an ongoing basis, as determined by the credentialing entity.

• Medical health care professionals

Credentialing is required for all licensed health care professionals choosing to participate in the UnitedHealthcare network. It's required prior to seeing UnitedHealthcare members. To get started, go to [Join our network](#). For more information, please see our [Credentialing-FAQs.pdf recredentialing for health care professionals frequently asked questions](#).

Note: Our credentialing process has 2 steps:

- Complete the Council for Affordable Quality Healthcare (CAQH) or Minnesota Credentialing Collaborative (MCC) application
- Let us know you've completed your CAQH or MCC application by signing in to [Onboard Pro](#) using your One Healthcare ID

Additional resources:

- [CAQH Provider Data Portal](#)
- [Minnesota Credentialing Collaborative](#)

• Delegated credentialing

Delegated credentialing occurs when UnitedHealthcare gives another entity (e.g., health system) the authority to credential its health care practitioners. Even if you know that a care provider is delegated, please add that new care provider within your [Onboard Pro](#) profile. For more information, see our [UnitedHealthcare Credentialing Plan, Section 11](#).

• Hospital, facilities and ancillary care providers and centers

For detailed information on how to credential and recredential hospitals, facilities, ancillary care providers and centers, go to [Join our network](#).

Additional resources:

- [Onboard Pro Interactive Guide](#)
- [UnitedHealthcare Credentialing Plan](#)

Recredentialing

UnitedHealthcare automatically starts the process of recredentialing when you approach the 3-year mark. If you maintain a complete and current data attestation every 90 days, there's nothing more you need to do. More information is available in the [Credentialing and recredentialing for health care professionals: Frequently asked questions](#).

Attestation

Keeping your data accurate helps our members find you. Confirm your provider data every 90 days using the **My Practice Profile** tool.

Additional resources:

- **My Practice Profile interactive guide**
- **Minnesota Provider Manual**

Contracting

Contracting is different from credentialing. Once your care provider is credentialed, you will move to contracting.

• **Medical care providers**

Onboard Pro automatically triggers the contracting process. After credentialing is completed, we'll securely send you a UnitedHealthcare Participation Agreement using DocuSign. If you are joining a medical group that already has a UnitedHealthcare Participation Agreement, you'll be added to the group agreement once credentialing is approved. A new participation agreement will not be issued.

• **Hospitals and facilities**

Onboard Pro automatically triggers the contracting process. A facility participation agreement does not include the health care professionals working there. All individual health care professionals associated with any participating UnitedHealthcare network of hospitals and facilities must go through the credentialing and contracting process.

• **Ancillary health care professionals and centers**

Depending on your specialty (e.g., ASC, dialysis, DME, lab, etc.), you'll use the **Ancillary-Facilities**



Questions? We're here to help.

For chat options, visit UHCprovider.com/contactus. You can also call Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.-5 p.m. CT, Monday-Friday.