

June 01, 2023

Medicaid claim letters are going paperless

Eight states affected

Beginning Sept. 8, 2023, we will no longer mail claim letters to most medical network health care professionals and facilities for UnitedHealthcare Community Plans (Medicaid) in the following states:

- Michigan
- Mississippi
- Missouri
- Ohio
- Rhode Island
- Tennessee
- Texas
- Wisconsin


These letters, including letters requesting additional information to process a claim, can be found in the Document Library Claim Letters folder. You'll be able to view them 24/7 through the UnitedHealthcare Provider Portal or an Application Programming Interface (API).

Note: Claim letters will continue to be mailed to behavioral health professionals and facilities, and home and community-based services.

If you use an outside vendor, such as a revenue cycle management company or lockbox service, please ensure they're aware of the following changes and digital workflow options.

How to view your claim letters

- **Document Library** in the **UnitedHealthcare Provider Portal**:
 - From any page on UHCprovider.com, select Sign In at the top-right corner
 - Enter your One Healthcare ID and password
 - Users who don't have a One Healthcare ID: [Visit UHCprovider.com/access](https://UHCprovider.com/access) to get started
 - In the menu, select Documents & Reporting > Document Library. Then, select the **Claim Letters** folder.
 - In preparation, please familiarize yourself with the Claim Letters folder, which contains many document types, including claim responses and requests for additional information
 - **Notifications**: When new letters are available in Document Library, an email notification will be sent to the address on file, which is typically the Primary Access Administrator. Only the Primary Access Administrator can change who receives these notifications.

- **Need to notify multiple staff members?** Document Library notifications are limited to 1 email address per letter type. If multiple staff members require notification, the Primary Access Administrator can consider using a group email address.
- **There's no need to wait for a notification.** Although we let you know when a new letter is available, we recommend that you make it a part of your regular process to check Document Library for new letters and actions needed
- You can also check out the [Profile & Settings Interactive Guide](#)  for information on updating your email notification preferences

Note: Provider remittance advice details can be found in the Payment Documents folder.

- **Application Programming Interface (API):** API is a fully electronic digital solution that allows you to automate administrative transactions. This is a great alternative to Document Library for organizations with medium-to-high claim volume that have the technical resources to program API or the ability to outsource implementation.

To get started and schedule a meeting with an API consultant, go to UHCprovider.com/api.

Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the portal Contact Us page.

You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.

For help accessing the portal and technical issues, please contact UnitedHealthcare Web Support at providertechsupport@uhc.com or **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday. Primary Access Administrators may also contact Web Support for help updating notification emails.

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