

UnitedHealthcare Community Plan of Arizona

Service model quick reference guide for claim resolution

<p>Step 1</p> 	<p>Submit your claim reconsideration online or by phone</p> <ul style="list-style-type: none">• Online: Sign in to the UnitedHealthcare Provider Portal at UHCprovider.com > Sign In<ul style="list-style-type: none">– Select Claims & Payments. Enter the criteria, then select Submit Search.– Select the claim from the search results, then select the Create Claim Reconsideration button under Take Action• Phone: Call Provider Services at 877-842-3210 for ACC/DD or 800-293-3740 for LTC• Allow up to 30 days for processing* <p>For both options, be sure to obtain the call reference or online ticket number.</p>
<p>Step 2</p> 	<p>Check the status of your reconsideration request using the same method you used to submit the original reconsideration request.</p>
<p>Step 3</p> 	<p>Don't agree? Unlock the power of chat.</p> <ul style="list-style-type: none">• Our knowledgeable advocates are ready to offer support when you're not sure of your next steps or need help finding information. When you pop into chat, not only will you get the support you need, you also may streamline your administrative processes.• Our chat feature currently supports:<ul style="list-style-type: none">– Claims– Eligibility– Prior authorization– Credentialing– Technical support <p>How and where to access chat</p> <ul style="list-style-type: none">• Go to UHCprovider.com > Sign In, then enter your One Healthcare ID. After signing in, you can access chat on the Contact Us page, 7 a.m.–7 p.m. CT Monday–Friday.• Don't have a One Healthcare ID yet or having issues signing in? Go to UHCprovider.com/access to get started.
<p>Step 4</p> 	<p>Submit a member appeal or claim dispute</p> <ul style="list-style-type: none">• Appeal/dispute: When it's available, use the File Appeal button in the Claims tool or send a paper member appeal/claims dispute to the claim address on the back of the member's ID card• Submission time frames: See the care provider manual at UHCprovider.com/manuals > Arizona

*Unless applicable law requires a different time period.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.

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PCA-1-23-03194-POE-FLYR_09282023

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