



UnitedHealthcare service updates

Change Healthcare is experiencing a cyber security issue, and our experts are working to address the matter. Once we became aware of the outside threat, in the interest of protecting our partners and patients, we took immediate action to disconnect our systems to prevent further impact.

Change Healthcare Service Disruption Update – Friday, March 1

UnitedHealth Group will host an update for Chief Information Security Officers and key leaders of our customers, clients and partners related to the service disruption at Change Healthcare and the steps being taken to ensure continuity of care for the people our organizations serve. There will be a question and answer period following opening remarks.

Because of the sensitive, real-time nature of the situation, this call will only be open to those directly invited, and you will need to register prior to entering the call.



Registration is quick and only requires a few pieces of information.

The meeting link, inclusive of registration is:

https://event.webcasts.com/starthere.jsp?ei=1659395&tp_key=743c8628d7

When: Friday, Mar. 1, 2024 at 3 p.m. CT/ 4 p.m. ET

Who: Dirk McMahon, Chief Operating Officer, UnitedHealth Group
Sandeep Dadlani, Chief Digital & Technology Officer, UnitedHealth Group
Steven Martin, Chief Information Security Officer, UnitedHealth Group

Claims Payment

Payments for claims received by UnitedHealthcare will continue without disruption for most health care professionals. Payment from Optum Bank and other payment issuing entities are not impacted. 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 payments for UnitedHealthcare products delegated to Kelsey-Seybold, Student Resources and WellMed are impacted differently. Our teams have developed plans to advance reimbursement for UnitedHealthcare claims delegated to these impacted groups **only**. All other payment processes are operational.

Claims Submission and Processing

EDI transactions for claims submitted by Change Healthcare are currently down. EDI transactions from all other 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.

Eligibility Checks

UnitedHealthcare's API feeds and Provider Portal eligibility checks are secure and fully functional. The Change Healthcare clearinghouse is not currently available for eligibility checks. 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. Change Healthcare cannot receive or process inpatient admission notifications now. 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 Authorization

All medical prior authorization processes are operational.

Credentialing

There was a brief outage in receiving physician credentialing applications, which was unrelated to the Change Healthcare cyber security issue. This issue is now resolved and UnitedHealthcare can accept physician credentialing applications online.

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](#).