

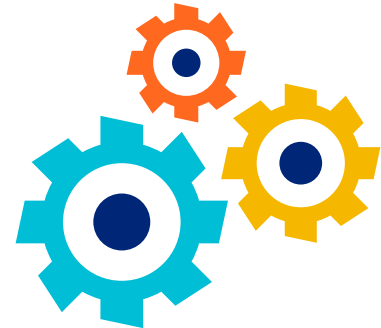
Digital solutions comparison guide

For the UnitedHealthcare Provider Portal, API and EDI

This guide outlines and provides side-by-side comparison of the following digital solutions:

- **UnitedHealthcare Provider Portal**
- **Application Programming Interface (API)**
- **Electronic Data Interchange (EDI)**

These self-serve digital tools are designed to help you complete administrative tasks and get information faster, 24/7.



	UnitedHealthcare Provider Portal	API	EDI
What it is	Convenient self-service options to complete tasks 24/7 and access our chat feature for help resolving any questions or issues	Technology that allows you to automate and integrate the exchange of real-time data	Exchange data in a standard HIPAA EDI X12 format with UnitedHealthcare and other payers
How it works	Access the portal by signing in on any page of UHCprovider.com using your One Healthcare ID and password	Set up the submission or receipt of data based on your needs and timetable, you may need IT resources to assist Transfer the data to and from any program or application you work with	Integrated with practice management or hospital information systems through a clearinghouse
When to use it	Complete individual tasks across every function. Resources exist for credentialing, demographics, pre-service, authorization and referral and post-service needs	Real-time data exchange supplying information directly from our system to your program of choice across multiple functions	Digitally exchange data for multiple functions using a third-party clearinghouse
Cost	Free	Free	Varies

Eligibility and benefits	UnitedHealthcare Provider Portal	API	EDI 271
Member information, such as name, date of birth, gender, address and ID number	X	X	X
Insurance information, such as payer, payer ID, plan description and claims address	X	X	X
View a member's ID card	X	X	
Member copay, coinsurance and deductible amounts	X	X	X
Out-of-pocket maximums	X	X	X
Therapy accumulators for most UnitedHealthcare commercial members	X	X	X
Vendor name and contact information for dental, vision and pharmacy coverage	X	X	X
Health reimbursement account (HRA) information	X	X	X
Health savings account (HSA) information	X	X	
Funding type	X	X	X
Care opportunities for UnitedHealthcare® Medicare Advantage and UnitedHealthcare Community Plan members	X		
Referral requirements	X	X	X
Member language assistance/preference	X	X	
Network status for UnitedHealthcare commercial, Medicare, Medicaid and Individual Exchange plans	X	X	
Primary care provider information (the Eligibility and Benefits tool provides enhanced details, such as tax ID number, effective dates and accountable care organization information)	X	X	X
Coordination of benefits information	X	X	
Detailed benefits (may vary by health plan)	X	X	
Service coordinator for UnitedHealthcare Community Plan	X		
Provides other plan information if another active UHC plan is available*	X	X	

*Information is not provided with the standard EDI transaction.

Claims status	UnitedHealthcare Provider Portal	API	EDI 277
Diagnosis codes	X	X	
Date claim was received*	X	X	
Reimbursement logic at the line level	X	X	X
Copay, deductible and coinsurance amounts*	X	X	
Coordination of benefits information*	X	X	

Claims status (cont.)	UnitedHealthcare Provider Portal	API	EDI 277
Payment/check information (may vary by health plan)	X	X	X
View letters (may vary by health plan)	X	X	
Provider remittance advice (may vary by health plan)*	X	X	
Submit reconsideration requests	X	X	
Submit requested information for pending claims	X	X	
Submit appeals	X	X	
Bulk recovery information	X	X	
Search claims by patient account number or claim number	X	X	X

*Information is not provided with the standard EDI transaction.

Claims submissions	UnitedHealthcare Provider Portal	API	EDI 837
Professional claims, including National Drug Code (NDC) claims	X	X	X
Institutional claims	X	X	X
Submit a corrected claim	X		X
Secondary/coordination of benefits claims	X		X
Tertiary claims	X		X
On-screen messages in the Claims tool if you need to correct certain errors before submission; with EDI, software vendors may provide this capability within the electronic claim form	X		X
Claim-rejection errors, based on HIPAA edits applied*	X	X	X
Smart Edits return flags of potential billing errors within 24 hours of claim submission to allow for a quick resubmission	X		X
Eliminate paper, postage and mail time	X	X	X

*Within 24 hours after submission.

Referrals	UnitedHealthcare Provider Portal	API	EDI 837R
Request referral and return confirmation number	X	X	X
Check the status of a referral request	X	X	
Referral status returned at time of request	X	X	X
View confirmation numbers and timelines for submitted referrals	X	X	X
Search for network specialists	X	X	

Prior authorization and notification	UnitedHealthcare Provider Portal	API	EDI 278A	EDI 278N	EDI 278I
Check the status of your request, including those made by phone	X	X			X
Notice of dismissal (discharge date) available	X			X	
Ability to access peer-to-peer and appeal requests	X				
Ability to access specialty submissions (e.g., cardiology and specialty pharmacy)	X				
Ability to save a draft case for 72 hours	X				
Ability to flag cases that are most important to the user	X				
Attachment uploads up to 25MB size limit per document	X				

Other functions	UnitedHealthcare Provider Portal	API	EDI
Document retrieval	X	X	
Update provider demographics and rosters	X	X	



Questions? We're here to help.

For more information about the UnitedHealthcare Provider Portal:

- Website: [UHCprovider.com/portal](https://uhcprovider.com/portal)
- Chat: For chat options and contact information, visit [UHCprovider.com/contactus](https://uhcprovider.com/contactus)

For more information about API:

- Website: [UHCprovider.com/api](https://uhcprovider.com/api)
- Meet with a consultant: apimarketplace.uhcprovider.com/welcome
- API Marketplace: apimarketplace.uhcprovider.com

For more information about EDI:

- Website and contact information: [UHCprovider.com/edi](https://uhcprovider.com/edi)
- Request help: [EDI Transaction Support Form](#)
- Phone: **800-842-1109** or **800-210-8315** for UnitedHealthcare Community Plan

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