

Self-service comparison guide

Using EDI and the UnitedHealthcare provider portal to get the information you need

This guide explains how you can use Electronic Data Interchange (EDI) and UnitedHealthcare's online tools to help you quickly get the information you need for most of UnitedHealthcare benefit plan members.

EDI		UnitedHealthcare provider portal
What is it?	An automated way to exchange information with UnitedHealthcare and other payers	Self-service tools for UnitedHealthcare only. Check eligibility, manage claims and submit referral requests.
How it works	Integrated with practice management or hospital information systems through a clearinghouse	Online tools accessed through UHCprovider.com
When to use it	To exchange data electronically for claims, eligibility, prior authorization requests, notifications, referrals and remittances	For more detailed information or for transactions that aren't available with EDI
Submitting requests	Batch or single transactions	Maximum of 20 transactions for eligibility, single submissions for other transactions
Information received	Based on industry standards	Detailed information
Information processing	Information is automatically uploaded	Information must be entered manually

The following chart shows eligibility, benefits and claims information available using EDI and our online tools:

Eligibility and Benefits	EDI 271	Eligibility and Benefits tool
Member information, such as name, date of birth, gender, address and ID number	X	X
Insurance information, such as payer, payer ID, plan description and claims address	X	X
View a member's ID card		X
Member copay, coinsurance and deductible amounts	X	X
Out-of-pocket maximums	X	X
Therapy accumulators for most UnitedHealthcare commercial members	X	X
Vendor coverage	X	X
Health reimbursement account (HRA) information	X	X
Health savings account (HSA) information		X
Funding type	X	X
Care opportunities for UnitedHealthcare Medicare Advantage and UnitedHealthcare Community Plan members	X	X
Prior authorization and notification requirements		X
Referral requirements	X	X
Member language assistance/preference		X

Eligibility and Benefits	EDI 271	Eligibility and Benefits tool
Network status for UnitedHealthcare commercial plans		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
Coordination of benefits information (for all health plans in the Eligibility and Benefits tool; only some health plans in EDI)	X	X
Detailed benefits (may vary by health plan) in the Eligibility and Benefits tool; Select Service Type Codes in EDI	X	X
Service coordinator for UnitedHealthcare Community Plan		X

Claims Status	EDI 276	Claims tool
EDI provides status codes; the Claims tool gives status codes and proprietary codes	X	X
Diagnosis codes		X
Date a claim was received		X
EDI provides cardiology and radiology; the Claims tool provides cardiology, radiology, ambulatory payment classification (APC) and proprietary coding	X	X
Reimbursement logic at the line level	X	X
Copay, deductible and coinsurance amounts		X
Coordination of benefits information		X
Payment/check information (may vary by health plan)	X	X
Date a check was cut and the check number		X
View letters (may vary by health plan)		X
Provider remittance advice (may vary by health plan)		X
Submit reconsideration requests		X
Submit requested information for pending claims for most commercial and Medicare Advantage members		X
Submit appeals		X
Bulk recovery information for most commercial members		X
Search claims by patient account number or claim number	X	X

Claims Submissions	EDI 837	Claims tool
Professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members	X	X
Institutional claims	X	
Secondary/coordination of benefits	X	X
Tertiary claims	X	
Required fields highlighted	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*
Smart edits applied to help prevent services billed from being denied once they're accepted by UnitedHealthcare	X	
Eliminate paper, postage and mail time	X	X

*Within 24 hours after submission

Referrals	EDI 278R	Referrals tool
Request referral and return confirmation number	X	X
Check the status of a referral request		X
Referral status returned at time of request	X	X
View, print or save confirmation numbers and timelines for submitted referrals	X	X

* On the UnitedHealthcare Provider Portal, referral status is returned at the time of request for Community and Medicare Advantage plans. Commercial plans referral status is 24-48 hours later.

Prior Authorization and Notification	EDI 278A	EDI 278N	EDI 278I	Prior Authorization and Notification tool
Request prior authorization or notification	X	X		X
Receipt number returned at time of request	X	X	X	X
Check the status of your request, including those made by phone			X	X
Notice of dismissal (discharge date) available		X		X

Questions? We Can Help

For more information about EDI:

- Website: [UHCprovider.com/edi](https://uhcprovider.com/edi)
- [EDI Transaction Support Form](#)
- Email: supportedi@uhc.com
- Phone: 800-842-1109

For more information about UnitedHealthcare's online tools:

- Website: [UHCprovider.com/selfservice](https://uhcprovider.com/selfservice)
- Email: ProviderTechSupport@uhc.com
- Phone: 866-842-3278



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