

Network Bulletin article – January 1, 2013

Improved Process for Claim Reconsideration Requests

We have simplified the claim reconsideration request process by consolidating our request forms into a single document for use across all lines of business.*

This generic, easy to use document was designed to complement the reconsideration process already available online, and is for use with requests for reconsideration submitted by mail.

Additionally, we created a reference guide that provides information on where to send your requests and explains the requirements needed for prompt processing.

These documents may be found online as follows:

Commercial/Medicare Solutions

UnitedHealthcareOnline.com > Claims & Payments > Claim Reconsideration > Claim Reconsideration Request Form.

UHC WEST

Uhcwest.com > Provider > Library > Resource Center > Claim Reconsideration Request

Community Plan

UHCCommunityPlan.com> Health care professional>choose your state> Claims and Member information>Claim Reconsideration documents

We continue to look for ways to make it easier for you to do business with UnitedHealthcare. Currently we are piloting an electronic application that allows claim reconsideration requests to be submitted with attachments. We hope to share more information on this electronic system improvement in the near future.

**Due to specific state regulations, this does not apply to all Medicaid states. Please access this information on your state's page on UHCCommunityPlan.com> Health care professional>choose your state>Claims and Member information*