

Provider Referrals to UnitedHealthcare



At UnitedHealthcare, we rely on our participating primary care and specialty physicians to:

- Form relationships with our UnitedHealthcare members and their families; and,
- Provide members with appropriate, individualized medical care or direct them to appropriate specialist treatment.

Each participating physician is carefully evaluated before they are accepted into the UnitedHealthcare network.

If your provider is interested in participating with UnitedHealthcare:

1. **Take this information directly to your provider.** If your provider is not in the UnitedHealthcare network, provide him or her with the information on the next page. This information will enable your provider to communicate his or her interest in joining the UnitedHealthcare network and initiate the application process.
 - a. Chiropractors should call American Chiropractic Network (ACN) at 888-676-7768; except in California.
 - b. Behavioral Health providers should go to www.ubhonline.com or call United Behavioral Health at 800-333-8724.
2. **Your provider will be responsible for working with the Network Management Department.** A returned application does not mean the provider has been accepted into the network. The credentialing process applies to all prospective providers and *may* take up to 3 to 6 months. Your provider is responsible for working with us, or the appropriate Leased Network partner, directly. It is also important to note that the network in your area may be temporarily closed to certain provider specialties – which means the network currently has the appropriate number of providers to service our members.
3. **Be sure to verify network participation status of your provider.** It is your responsibility to ensure your provider is participating in the UnitedHealthcare network. Be sure to verify participation with UnitedHealthcare by calling your dedicated customer service number indicated on the back of your identification card or by searching online at <http://www.provider.uhc.com/>

Procedure For Provider Inquiries Concerning Joining the UnitedHealthcare Network

1. Call the Provider toll-free number: 877-842-3210
2. Identify yourself as a provider by entering the Tax ID (this does not have to be a TIN that UHC already knows)
3. The main menu option you want is "Healthcare Professional Services" (or the number '4' on the telephone keypad)
4. Select the "Credentialing" option (or the number '1' on the telephone keypad)
5. For Medical, (or the number '2' on the telephone keypad)
6. Select Join Network option (or the number '2' on the telephone keypad)
7. An overview is available here, or you can say "Begin Process" (or press '2')
8. The following is the list of information that you will need to provide to the credentialing representative:
 - First name, Middle name, Last name
 - Degree
 - Date of Birth and Gender
 - Social Security Number and UPIN
 - The Primary or Practicing Specialty
 - Tax ID Number and Legal Owner Name (this can be found on the W-9)
 - Place of Service and Billing Address (also Credentialing Address, if different)
 - Phone and Fax numbers for the provider directory
 - Email address, if available
9. If all the information is ready, you can proceed to the UHC Provider Credentialing center. It offers another voice response system, but all you need do is press '2' (all needed info on hand.) A representative will then take your information and initiate the process.

PLEASE NOTE: Up to 60 days turnaround may be required for primary source verification (dependent upon how quickly those sources respond) and 45 - 60 days following that verification to complete the contracting process and provide an effective date.