Hawaii quick start guide to
network tools and resources

Get connected

UnitedHealthcare®
Community Plan

Welcome

On behalf of UnitedHealthcare, we want to personally thank you for joining our network. We're looking forward to working with you. Together, we can help our members live healthier lives — and in turn, create healthier communities.

We believe the best solutions come from working together to improve the patient experience and health outcomes. We're grateful you've chosen to join us and we're eager to collaborate with you to deliver quality, safe and cost-efficient care.

Yours in good health,

Kalani Redmayne

Kalani Redmayne
Vice President, Provider Network
UnitedHealthcare

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This quick start guide will help you get connected to the online tools and resources you need to help you get the most out of your collaboration with UnitedHealthcare.

Scroll or click on the links for more information.

Know who to contact for help

If you're not able to complete a transaction or find the information you need using one of our online or self-service tools, there are teams ready to help you:

UnitedHealthcare Provider Portal Help Desk

Help for portal login, access and functionality questions is available 7 a.m.–7 p.m. CT, Monday–Friday via chat. **Sign in** with your One Healthcare ID to chat with an advocate. Support is also available by calling **888-980-8728,** option **1.**

UnitedHealthcare Provider Portal Chat

Chat with a live advocate 7 a.m.–7 p.m. CT from the **UnitedHealthcare Provider Portal.** You can also contact UnitedHealthcare Provider Services at **877-842-3210,** TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.

Provider Network Management team

If you have questions about network participation or your contract, you can work with the Hawaii Network Management team.

Email **hawaii_network_manangement@uhc.com.**

1 Verify your demographic and tax ID information

Keeping your demographic and tax information up to date is important for several reasons — it can help connect you with members searching for a network health care professional, and it supports claims processing and compliance with regulatory requirements.

Take a few minutes now to verify your demographic information:

Review your information in our **online directory** at **UHCprovider.com/findprovider.** If anything needs to be updated, submit changes to **hawaii_network_management@uhc.com.**

In the future, you will be asked to verify and attest to your information every 120 days. You may also receive a call from us to verify your information.

2 Bookmark the Community Plan page

UHCprovider.com/HIcommunityplan, our provider website, is designed with you in mind. You'll find everything you need in one place:

- Easily access information and online tools to submit, view and take action on claims

- Quickly find administrative guides, policies and protocols

- Stay current with the newest developments from UnitedHealthcare

Add **UHCprovider.com/HIcommunityplan** to your bookmarks, so you can quickly get the information you need, when you need it.

③ Register for the UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare self-service online tools. You'll be able to complete a number of tasks — such as checking member eligibility, benefits and claims for multiple UnitedHealthcare plans — all without having to pick up the phone.

Get started today

① Create a One Healthcare ID to access the portal. Go to **UHCprovider.com** and click on "New User & User Access" in the upper-right corner of your screen. Simply follow the step-by-step, on-screen instructions to request a One Healthcare ID.
   • A One Healthcare ID must be connected to the tax ID number (TIN) of your practice, facility or organization.
   • Be sure your practice has a security management process to grant the appropriate access to staff members to perform online transactions.

② Start checking out the portal. The UnitedHealthcare Provider Portal allows you to quickly get the answers you need to claims information like status updates, reconsiderations and appeals, so you can save valuable time and get better documentation and visibility. You can also submit prior authorization requests, check eligibility and benefits information and access items in Document Library — all at no cost to you and without having to make a phone call.

③ Learn more at **UHCprovider.com/portal.** You can also take our self-paced **UnitedHealthcare Provider Portal Overview.**

4 Set up Optum Pay for electronic funds transfer

The fastest way to receive payments is to enroll with Optum Pay® for electronic funds transfer (EFT). Optum Pay is a fully integrated, full-service payment and remittance advice solution administered by Optum Bank® for all sizes and types of health care professionals.

Get started today

Enrolling online is simple and easy:

1. Visit **UHCprovider.com/optumpay**
2. Click the "Enroll" button and follow the prompts to complete your enrollment

If you don't sign up for Automated Clearing House (ACH)/direct deposit through Optum Pay, you will begin to receive Virtual Card payments in place of paper checks. To learn more about Virtual Card payments, go to **UHCprovider.com/payment.**

5 Set up Electronic Data Interchange connections

Through Electronic Data Interchange (EDI), you'll be able to submit claims, check eligibility, request prior authorization and referrals and more — all electronically through your practice management system (PMS) or hospital information system (HIS). There's no need to manually enter data, make phone calls or sign in to our website. Using EDI for all eligible UnitedHealthcare transactions can help you improve efficiency and reduce costs.

To learn more about EDI and get started, visit **UHCprovider.com/edi.**
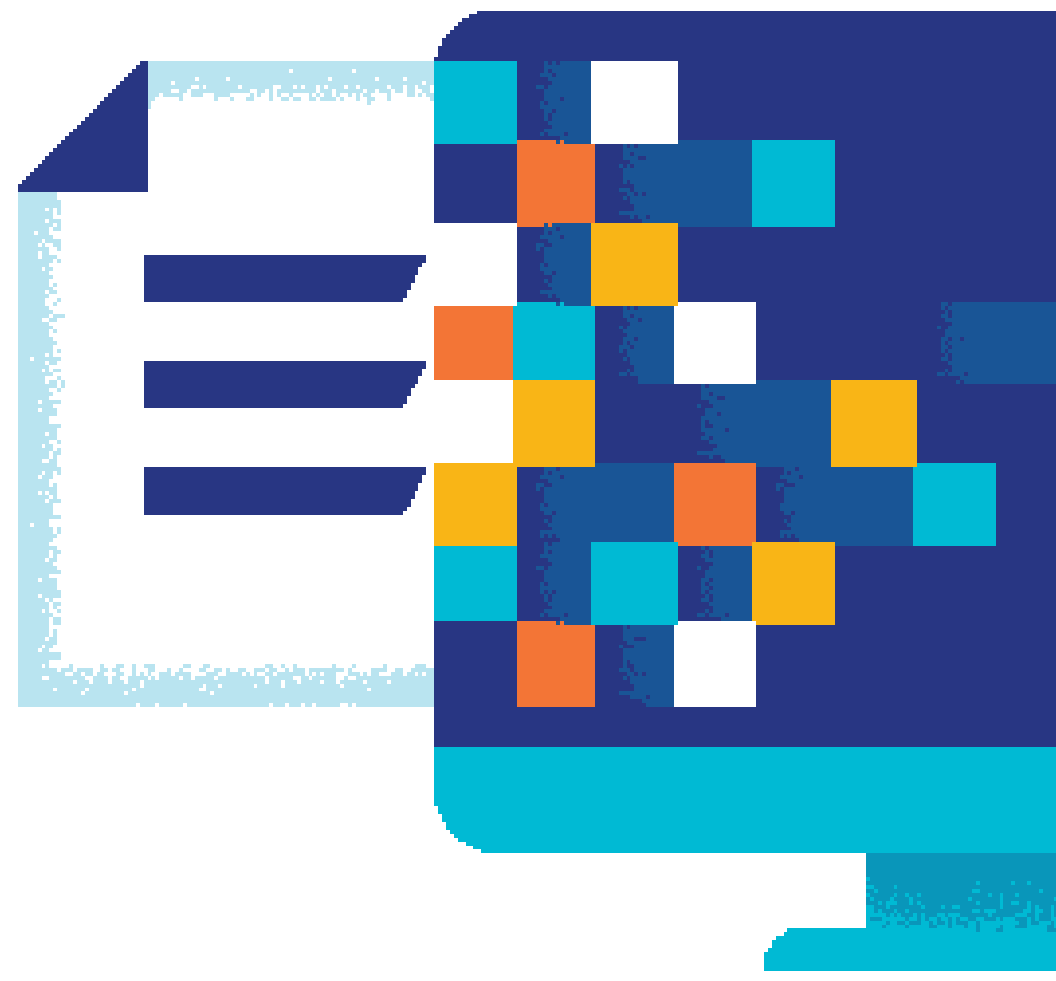
6 Subscribe to Network News

Get news related to your role, specialty and state, including policy and protocol announcements, prior authorization updates, code changes and more. When you subscribe to Network News, you can update your preferences to select the news you want to receive.

Visit **UHCprovider.com/news** to sign up.

7 Get training

We provide a full range of training resources including interactive self-paced courses and instructor-led session. The training content is organized by categories to make it easier to find what you need. Visit **UHCprovider.com/training** for more information.

Take the new provider orientation training course

This short, half-hour course will help you and your staff learn more about the tools and other resources you'll need to use as you do business with UnitedHealthcare. It's available on demand, 24/7, so you can complete it whenever your schedule allows.

Take the course.

8 Review the UnitedHealthcare Community Plan of Hawaii care provider manual

Before you see your first UnitedHealthcare member, make sure you and your staff are aware of the policies and protocols for UnitedHealthcare Community Plan members.

To find the care provider manual:

❶ Go to **UHCprovider.com/HIcommunityplan**

❷ Select **Care Provider Manual** in the left menu bar

Quick tips
- Use the **Eligibility and Benefits feature** on the UnitedHealthcare Provider Portal to find the member's plan name, view your participation status and download a copy of the member's ID card

You're now connected

We can't wait for you to begin.

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