

PAYER PROFILE



UnitedHealthcare

Payer Contacts List

Department	Contact Name	Email	Phone
Contracting		carolinas_physician_contracting@uhc.com	
Provider Relations /Credentialing/ Claim Issues	Utilize the live chat feature on UHCprovider.com	To chat with a live advocate, go to UHCprovider.com and click Sign In at the top-right corner. Then, enter your One Healthcare ID. After signing in to the portal, chat can be accessed on the Contact Us page, 7 a.m. – 7 p.m. CT, Monday-Friday	

Market Share and Products/Networks Information

Information	Detail
Lines of Business & Covered Lives	<ul style="list-style-type: none"> Commercial, Medicare, Medicaid, VACCN, Exchanges
Products	<ul style="list-style-type: none"> Available in the Admin Guide on www.uhcprovider.com
Narrow Networks* <i>*Not Included in Standard Contracts</i>	<ul style="list-style-type: none"> Contract specific parameters, not appropriate for mass distributed document

Fee Schedules/Value-based Programs

Information	Detail
How to Obtain Fee Schedules	<ul style="list-style-type: none"> United Healthcare Provider Portal: http://www.uhcprovider.com/ <ul style="list-style-type: none"> Network bulletins posted are on the UHC provider website. They provide 90 days’ notice of any policy changes. Questions regarding changes should be routed to provider relations email. Fees for specific products/members can be looked up on the UnitedHealthcare Provider Portal. Requests for full fee schedules: Use chat feature referenced above.
Value-based Programs	<ul style="list-style-type: none"> United Healthcare Provider Portal: http://www.uhcprovider.com/ <ul style="list-style-type: none"> This site contains LINK (for secure functions) and houses guides, policy library, training materials, and information on some value programs.
<i>Please refer to DHHS for the current AMH program offerings</i>	https://medicaid.ncdhhs.gov/transformation/advanced-medical-home