

# UnitedHealthcare Community Plan-Medicaid Claim Letters are Going Paperless

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**October 30, 2023**

## **Affects Minnesota, New York and North Carolina**

**Beginning Nov. 3, 2023**, UHC will no longer mail claim letters to most medical network health care professionals and facilities for UnitedHealthcare Community Plans (Medicaid) in Minnesota, New York and North Carolina.

While many claim letters have already gone digital, these can be found in the Document Library Claim Letters folder and include letters requesting additional information to process a claim. You'll be able to view them 24/7 through the UnitedHealthcare Provider Portal or an Application Programming Interface (API).

Note: Claim letters will continue to be mailed to behavioral health professionals and facilities, and home and community-based services.

If you use an outside vendor, such as a revenue cycle management company or lockbox service, please ensure they're aware of the following changes and digital workflow options

How to view your claim letters:

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## Cont'd

### *Document Library*

#### **Document Library** in the **UnitedHealthcare Provider Portal**:

- ⇒ From any page on **UHCprovider.com**, select Sign In at the top-right corner
- ⇒ Enter your One Healthcare ID and password
  - α. Users who don't have a One Healthcare ID:  
Visit **UHCprovider.com/access** to get started
- ⇒ In the menu, select Documents & Reporting > Document Library. Then, select the **Claim Letters** folder.
  - a. In preparation, please familiarize yourself with the Claim Letters folder, which contains many document types, including claim responses and requests for additional information.

Note: Provider remittance advice details can be found in the Payment Documents folder.

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⇒ Notifications: When new letters are available in Document Library, an email notification will be sent to the address on file, which is typically the Primary Access Administrator. However, now they can also give others the ability to edit email notification preferences in the Document Delivery Settings section of the portal.

\* **Check for updates:** If you don't already, we also recommend checking Document Library regularly for new letters documents and actions needed

\* **Need to notify multiple staff members?** Document Library notifications are limited to 1 email address per letter type. If multiple staff members require notification, the Primary Access Administrator can consider using a group email address.