

UnitedHealthcare Overpayment Letters Update

August 02, 2022

Effective Sept. 23, 2022, overpayment notification letters sent by UnitedHealthcare for most commercial and UnitedHealthcare Medicare Advantage plans to network health care professionals (primary and ancillary) and facilities are going paperless:

- ⇒ **Overpayment identified** - Notifying you that UnitedHealthcare paid too much on a processed claim
- ⇒ **Overpayment reconsideration requests** - Acknowledging UnitedHealthcare received your request to review our overpayment determination
- ⇒ **Overpayment reconsideration decision** - Providing the outcome of the reconsideration review and outlining what happens next

This change **includes** letters sent by Optum for payment accuracy reviews they perform on behalf of UnitedHealthcare. It **does not include** overpayment letters sent by any other vendor. Those letters will continue to be mailed. Most will include both the vendor and UnitedHealthcare logos, and explain their review was done on our behalf.

How to View the Overpayment Letters

- ⇒ **Document Library:** View overpayment letters using Document Library on the UnitedHealthcare Provider Portal-To learn more, check out the Document Library Interactive User Guide or UHCprovider.com/documentlibrary

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- ⇒ **API:** Consider API if you have significant claims volume and either automate or correspondence intake or prefer an option other than looking up individual items in Document Library. Data can be pulled into your practice management system, portal or any application you prefer. API requires technical programming between your organization and UnitedHealthcare. For more information, visit UHCprovider.com/API or email APiconsultant@uhc.com to schedule a demo of API Documents
- ⇒ **Enroll in Direct Connect:** Use this free portal tool to review and resolve overpaid claims quickly and reduce letters and calls from UnitedHealthcare and third-party vendors. To enroll, email directconnectaccess@optum.com. Please include the requestor's name, as well as the organization's tax ID number (TIN), physical address and mailing address

At this time, the following overpayment letters will continue to be mailed: All Savers, AARP /Medicare supplement products, Behavioral Health, Optum VA Critical Care Network, Rocky Mountain Health, Sierra Health & Life, Student Resources, UHC Global, UHOne and UMR.

What's Ahead

Letters that are mailed to you aren't the only communications going digital. Looking ahead to 2023, contracted health care professionals and facilities will be required to submit most claims, claim attachments, reconsideration requests and appeal requests electronically. Additionally, they will introduce digital member ID cards for commercial plans. All transitions will be announced in Network News at least 90 days prior to the change.

For more information, click on the link below:

[Overpayment letters won't be mailed after Sept. 23 | UHCprovider.com](https://UHCprovider.com)