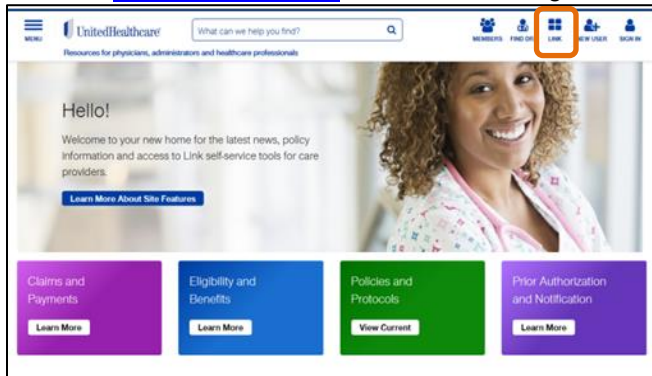


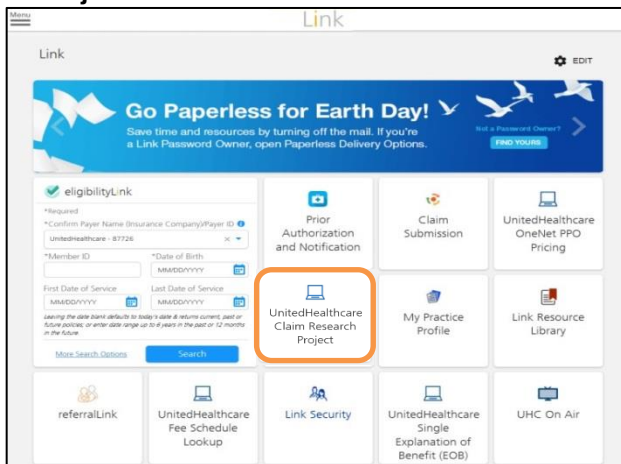
The Claim Research Project tool on Link lets you search for and submit a reconsideration request for multiple claims with the same reason for denial. Multiple claims that have been partially or underpaid can also be submitted as a reconsideration request via the Claim Research Project tool (not available for UHCWest care providers).

Getting Started

1. From UHCprovider.com, click **Link** and sign in

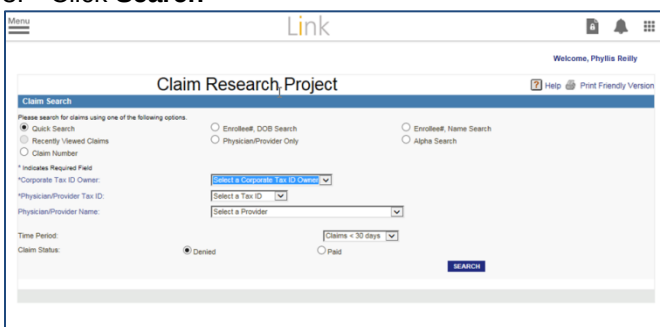


2. Select the **UnitedHealthcare Claim Research Project** tile



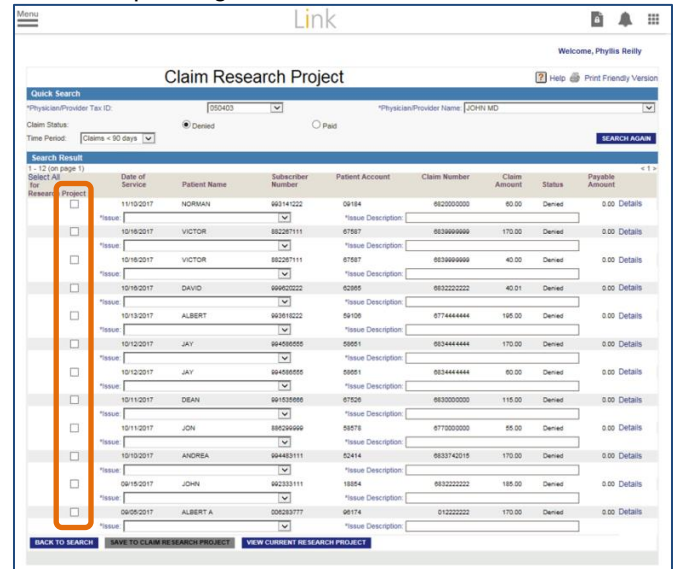
Search for Claims

1. Select the desired Claim Search method by clicking the corresponding radio button
2. Enter the appropriate data
3. Click **Search**

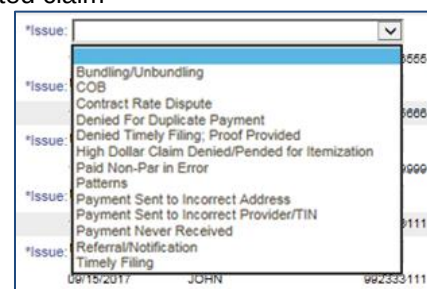


Select Claims

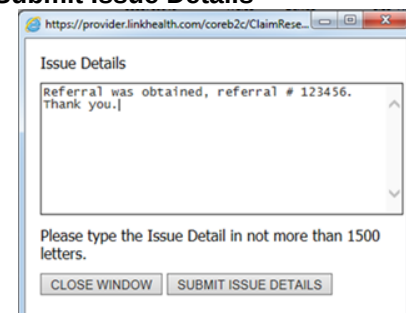
1. Select the desired claims by checking the corresponding boxes



2. Choose an **Issue** from the pull-down menu for each selected claim



3. Click the **Issue Description** for a selected claim
4. Enter the **Issue Details** in the pop-up box
5. Click **Submit Issue Details**



Save Claims to a Project

- Once the desired claims are updated, click **Save To Claim Research Project**

The screenshot shows the 'Claim Research Project' interface. At the top, there's a 'Quick Search' section with filters for 'Physician/Provider Tax ID' (000403), 'Physician/Provider Name' (JOHN MD), 'Claim Status' (Denied), and 'Time Period' (Claims < 90 days). Below this is a 'Search Result' table with columns: Date of Service, Patient Name, Subscriber Number, Patient Account, Claim Number, Claim Amount, Status, and Payable Amount. The table lists several claims, including one for DAVID (9/19/2017) and one for ALBERT (10/13/2017). At the bottom, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT' (highlighted in orange), and 'VIEW CURRENT RESEARCH PROJECT'.

Note: The draft project will be available for 14 days from the date of creation (the date the first claim was added).

Manually Add Claims to a Research Project

- To manually add claims not found in a search, click **View Current Research Project**

This screenshot is identical to the one above, showing the 'Claim Research Project' interface with the 'View Current Research Project' button highlighted in orange.

Manually Add Claims to a Research Project (continued)

- Click **Manually Add Claims**

The screenshot shows the 'Claim Research Project' interface. At the top, there's a 'Claims Sent to Research Project' section. Below this is a table with columns: Date of Service, Patient Name, Subscriber Number, Patient Account, Claim Number, Claim Amount, Status, and Payable Amount. The table lists several claims, including one for DAVID (9/19/2017) and one for ALBERT (10/13/2017). At the bottom, there are four buttons: 'REMOVE CLAIM', 'MANUALLY ADD CLAIMS' (highlighted in orange), 'SUBMIT FILE FOR RESEARCH', and 'RETURN TO CLAIM RESULTS'.

- Complete the required claim details

- Click **Save**

The screenshot shows the 'Manually Enter Claims' form. It has a table with columns: 'Group/Policy #', 'Member ID/SSN', 'First Name', 'Last Name', 'First Date of Service', 'Last Date of Service', 'Billed Amt', 'Paid Amt', and 'Check Number'. Below the table are several rows for entering claim details. At the bottom, there are four buttons: 'BACK TO SEARCH', 'REMOVE CLAIM', 'MANUALLY ENTER MORE CLAIMS', and 'SAVE' (highlighted in orange).

Note: These claims should have the same Issue as others in the research project.

Submit Research Project

- Once all claims have been added, (it must include 20 or more claims) click **View Current Research Project**

The screenshot shows the 'Claim Research Project' page in the Link system. At the top, there's a 'Quick Search' section with filters for 'Physician/Provider Tax ID' (000403) and 'Physician/Provider Name' (JOHN MD). Below this is a table of claims with columns: Date of Service, Patient Name, Subscriber Number, Patient Account, Claim Number, Claim Amount, Status, and Payable Amount. The table lists 12 claims. At the bottom of the table, there are three buttons: 'BACK TO SEARCH', 'SAVE TO CLAIM RESEARCH PROJECT', and 'VIEW CURRENT RESEARCH PROJECT' (which is highlighted with an orange box).

- Click **Submit File for Research**

This screenshot is identical to the previous one, showing the 'Claim Research Project' page. The 'VIEW CURRENT RESEARCH PROJECT' button is highlighted with an orange box. Below the table, there are four buttons: 'REMOVE CLAIM', 'MANUALLY ADD CLAIMS', 'SUBMIT FILE FOR RESEARCH' (highlighted with an orange box), and 'RETURN TO CLAIM RESULTS'.

- Record your **Research File Identifier** from the confirmation page

The screenshot shows the 'Acknowledge Receipt' page. It contains a message: 'Your claim research request has been received. Please allow 30 days for completion of your research request. Once a decision has been made regarding this request you will be able to view this through UnitedHealthcare Online. If you have questions regarding the status of this request, please contact the appropriate customer service number located on the back of the envelope ID card.' Below the message, there is a box containing the 'Submission Date: 03/01/2018' and the 'Research File Identifier: 05dc02090a' (highlighted with an orange box).

Resources and Information

Additional **Help Resources** are available at the **Link Resource Library**

The screenshot shows the 'Link Resource Library' page. It features a top banner for 'Go Paperless for Earth Day!' with a 'FIND YOURS' button. Below the banner is a grid of service tiles. The 'Link Resource Library' tile is highlighted with an orange box. Other tiles include 'eligibilityLink', 'Prior Authorization and Notification', 'Claim Submission', 'UnitedHealthcare OneNet PPO Pricing', 'UnitedHealthcare Manage My Account', 'My Practice Profile', 'referralLink', 'UnitedHealthcare Fee Schedule Lookup', 'Link Security', 'UnitedHealthcare Single Explanation of Benefit (EOB)', and 'UHC On Air'.