## **UnitedHealthcare Document Vault**

Every user who has access to the UHC portal has access to a robust document library with a wide variety of documents types. If you are waiting for a document to come via mail, we recommend checking the Document Vault to not delay care. Here is how you can access the Document Vault:

1. Log in to the UHC portal: <u>https://www.uhcprovider.com/</u>

	What can we help you find?	Q	MEMBERS FIN	DDR. NEW USER SIGN II
Resources for physicians, administ	rators and healthcare professionals			
December 18, 2020 at 4:00 Pl COVID-19 Vaccine Information Expanded information about CC paced online course @ with ste health care professionals.     Click bere @ for more informati	M CT WID-19 vaccine administration billing and reim p-by-step Instructions, and we've updated our	bursement is now available from Un UnitedHealthcare COVID-19 Billing	nitedHealthcare. We've Guide & to provide a	e also created <b>a self-</b> additional guidance to
	Sign In With Your Optum ID Optum ID or email address Password	Additional options: Manage your Optum ID What is an Optum ID?		

2. Select the Document Vault icon in the upper right corner of your screen.

*		Link	B	
	Link	C EDIT	1	
	The VA CCN Provider Maiwal was updated on October 23, 2020. LEARN MORE	OPTUM		

3. Inside the Document Vault, you will be prompted to select the document type.

Categories	View As:	Sort By: 17
• Some folders may contain more than 999 documents. To view the total number, hover over the red notifications icon.		
Category V Search Go Advanced Search		
Name		
Claim Letters		
Payment Documents		
Prior Auth Letters		

4. Next you will select your Group Name. For those users who have access to more than one Tax Id, you will see a list of all Groups currently tied to your access.

Categories > Prior Auth	View As: 📰 🖬 Sort By: 📭
• Some folders may contain more than 999 documents. To view the total number, hover over the red notifications icon.	
Name	
ALLUMED	
DEPENDABLE MEDICAL EQUIPMENT	
HOME MEDICAL EQUIPMENT	
HUDSON HOME HEALTH CARE	
MOBILITY SOLUTIONS	
NATIONAL SEATING AND MOBILITY	
SCOOTERS AMERICA	
TRAVIS MEDICAL SALES	

## 5. Next you will select the members plan type.

Categories > Prior Auth > NATIONAL S	View As:	Sort By: 17
• Some folders may contain more than 999 documents. To view the total number, hover over the red notifications icon.		
Name		
Commercial Prior Auth		
Medicaid Prior Auth		
Medicare Prior Auth		
UHC West Prior Auth		

6. Next you will be prompted to select Approved, Denied, or Lack of Information.

Categories > Prior Auth > NATIONAL S > Medicare P	View As:	Sort By: 1
• Some folders may contain more than 999 documents. To view the total number, hover over the red notifications icon.		
Name		
Approved		
Denied		
Lack of Information		

 Once you select the document type, you will see a list of the documents available to download/review. In the upper right corner, you have the option to filter by all categories listed in the table. You can also sort the columns in ABC or 123 order. (Note, current users find it best to search by member ID#)

Browse Documents					Notification ID	~	Search		Go
• The date the document is placed in Document Vault is considered the date sent.			+			<b>†</b>			
Categories > Prior Auth	> NATIONAL S	. > Medicare P	> Denied		-				
Unread document.				•		1			
Document Name 🕈	Created 🔻	TIN 🕈	Member ID 🕈	Member Name 🗢	Provider 🕈	Notificat	tion ID	Expires 🕈	
• <u>1232365124_1232365</u>	1/12/2021	621400785	952666543		NATIONAL SEATING &a	A11261	5257	1/12/2023	
• <u>1232329119_1232329</u> *	1/12/2021	621400785	944913160		NATIONAL SEATING &a	A11288	3046	1/12/2023	:
• <u>1231399532_1231399</u>	1/11/2021	621400785	948071300		NATIONAL SEATING &a	A11241	3262	1/11/2023	:

8. If you need to go back to update any of our selections in the process, it is easiest to select the section in the line below:

Browse Documents	Notification ID 🗸	Search	Go
The date the document is placed in Document Vault is considered the date sent. Categories > Prior Auth > NATIONAL S > Medicare P > Denied			

If you have any questions regarding the portal, please contact Kiley Russell at <u>kiley.russell@nsm-seating.com</u> or by calling 423-756-2268 x 0672