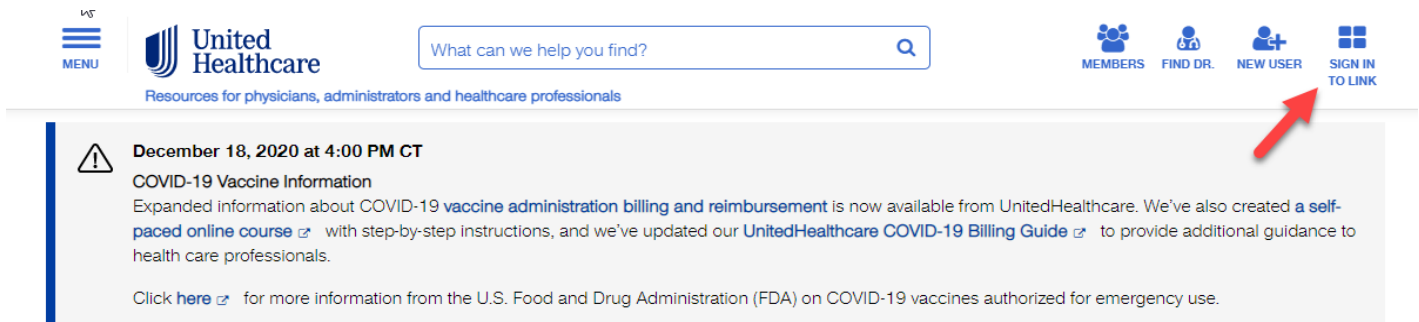


UnitedHealthcare Document Vault

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: <https://www.uhcprovider.com/>



Sign In With Your Optum ID

Optum ID or email address

Password

Sign In

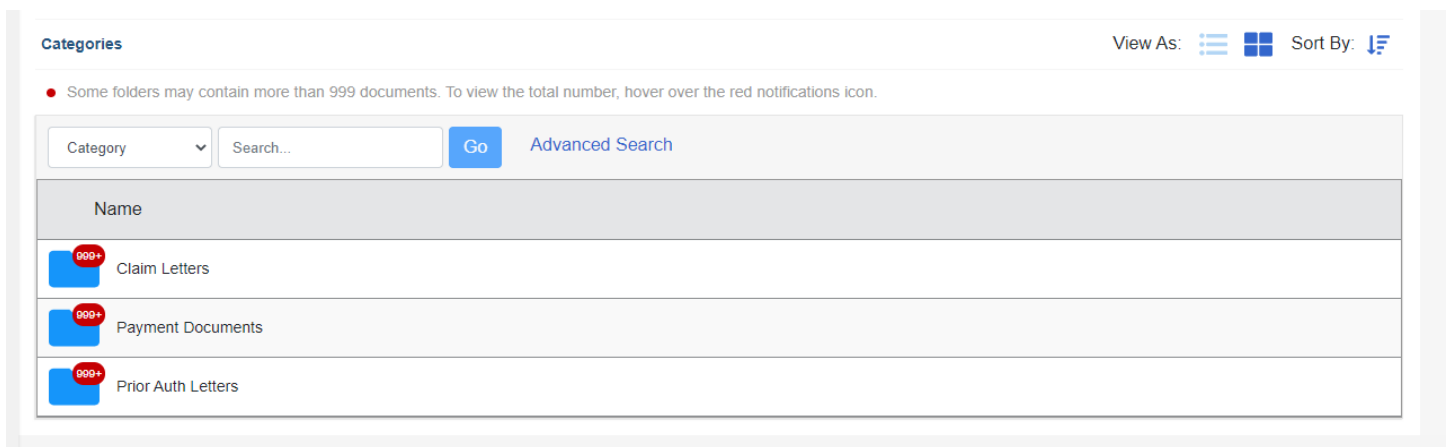
Additional options:
Manage your Optum ID
What is an Optum ID?

[Forgot Optum ID](#) | [Forgot Password](#)

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



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



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:

● 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:

● 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	

7. 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...

- The date the document is placed in Document Vault is considered the date sent.

Categories > Prior Auth... > NATIONAL S... > Medicare P... > Denied

- Unread document.

Document Name	Created	TIN	Member ID	Member Name	Provider	Notification ID...	Expires
1232365124_1232365	1/12/2021	621400785	952666543	[REDACTED]	NATIONAL SEATING &a	A112615257	1/12/2023
1232329119_1232329	1/12/2021	621400785	944913160	[REDACTED]	NATIONAL SEATING &a	A112883046	1/12/2023
1231399532_1231399	1/11/2021	621400785	948071300	[REDACTED]	NATIONAL SEATING &a	A112413262	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...

- 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 kiley.russell@nsm-seating.com or by calling 423-756-2268 x 0672