



Your provider can join The UnitedHealthcare network

You'll save money on your covered health care expenses when your doctor or other health care provider is in-network. If your current provider isn't part of the UnitedHealthcare network, you can help him or her become a participating provider.

All you need to do is give your provider information about how to apply to the network and he or she can take it from there. **Here's how the application process works:**

1 Give your provider the application instructions

If your provider is interested in joining the UnitedHealthcare network, give the **Applying to the UnitedHealthcare Network** instructions on the back of this document to your provider. Please note that there are two sections of instructions on the page: one for physicians and one for other health care providers.

2 Your doctor will work with the Network Management Department

All doctors who apply go through a UnitedHealthcare credentialing process. Your doctor will work directly with UnitedHealthcare or a leased network partner. (Please note that the network in your area may be temporarily closed to certain doctor specialties if it already has enough doctors to serve local members.)

3 Make sure your doctor is in the network

After the application process is completed, check to make sure that your health care provider is part of the UnitedHealthcare network. Call the dedicated customer service number on the back of your identification card or search for your doctor online at **umr.com**.

Applying to the UnitedHealthcare network

Instructions for physicians:

1. Call the toll-free number for doctors: **1-877-842-3210**
2. Identify yourself as a doctor by saying or entering your Tax ID number on the phone keypad
3. From the main phone menu, say **Other Professional Services** (number **5** on the phone keypad)
4. Say or select the **Credentialing** option (number **1** on the phone keypad)
5. Say or select **Medical** (number **2** on the phone keypad)
6. Say or select **Join Network** (number **2** on the phone keypad)
7. Listen to the overview or say *"Begin Process"* (number **2** on the phone keypad)
8. You'll be prompted to provide the following information to the credentialing representative:
 - First name, middle name, last name
 - Degree
 - Date of birth and gender
 - Social Security number and UPIN
 - Primary or practicing specialty
 - Tax ID number and legal owner name (found on the W-9 form)
 - Place of service and billing address (also credentialing address, if different)
 - Phone and fax numbers for the physician directory
 - Email address, if available

If you have all the required information above available, you can proceed to the **UHC Doctor Credentialing Center** voice response system by pressing **2** on the phone keypad. A representative will then take your information and initiate the application process.

Instructions for other health care providers:

Chiropractors and physical/speech/occupational therapists

should call OptumHealth Physical Health Solutions at **800-873-4575**.

Behavioral Health doctors and therapists should go to

www.providerexpress.com or call Optum for behavioral health inquiries at **877-614-0484**.



Providers please note:

Up to 60 days may be required for primary source verification, depending on how quickly those sources respond. Another 45-60 days may be required following verification to complete the contracting process and provide an in-network effective date. The network in your patient's area may be temporarily closed to certain doctor specialties if it already has an adequate number of doctors to serve local members.



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