

## Your Provider Can Join the UnitedHealthcare Network

At UnitedHealthcare, we rely on our participating primary care and specialty physicians to:

- Form relationships with our UnitedHealthcare members and their families; and,
- Provide members with appropriate, individualized medical care or direct them to appropriate specialist treatment.

Each participating physician is carefully evaluated before they are accepted into the UnitedHealthcare 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 not in the UnitedHealthcare network, provide him or her with the information on the next page. This information will enable your provider to communicate his or her interest in joining the UnitedHealthcare network and initiate the application process.
2. **Your provider will be responsible for working with the Network Management Department.** All doctors who apply go through a UnitedHealthcare credentialing process that may take three to six months. A returned application does not mean the provider has been accepted into the network. 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 provider specialties – which means the network currently has the appropriate number of providers to service our members.
3. **Be sure to verify network participation status of your provider.** It is your responsibility to ensure your provider is participating in the UnitedHealthcare network. Be sure to verify participation with UnitedHealthcare by calling your dedicated customer service number on your identification card, using the Find Provider search in your My Account at [www.uhcsr.com/myaccount](http://www.uhcsr.com/myaccount) or by searching online at [uhcsr.com](http://uhcsr.com). For online searches, start by entering your school's name in the search field then proceed to the [uhcsr.com](http://uhcsr.com) school page. You can find the provider search link in the dropdown labeled "Find Providers".

The UnitedHealthcare network is one of the nation's largest and highest quality networks. It continually builds and improves its network of doctors and carefully evaluates all applying doctors and specialists.

# Provider Referrals

## Applying to the UnitedHealthcare Network

Become part of a network of physicians, health care professionals and facilities who share our commitment to helping people live healthier lives and making the health care system better for everyone.

### Instructions for physicians:

If you are a physician or healthcare professional, excluding the specialists listed below, and are interested in joining the network please submit a Request for Participation (RFP) Portal at [Join Our Network | UHCprovider.com](https://UHCprovider.com). You will need your Tax Identification Number (TIN) and CAQH (Council for Affordable Quality Healthcare) ProView Account Number.

Once you submit all of the necessary information we will begin the credentialing process. Credentialing assesses qualifications, relevant training, licensure, certification and/or registration to practice for each health care professional who participates in UnitedHealthcare's networks. We use this process to help make sure those in our network have the credentials we require to care for our members. The entire credentialing process generally takes up to 14 calendar days, once the completed application and all required information is received.

Note: It may take longer if an application is incomplete or if all requested information is not submitted with the application or available in CAQH.

### What Happens Next:

- A representative will start the process with you.
- You'll be registered in our system (if you're not already).
- You'll receive a confirmation of your participation request – this usually occurs within 5 business days.
- We'll quickly review your application – and if we're not accepting new applications for your area or specialty, we'll let you know.

Providers are required to complete both the credentialing and contracting processes in order to begin seeing members as an in-network provider.

### Instructions for behavioral health care providers:

If you work in this specialty area, you'll contact Optum Behavioral Health Solutions, which handles credentialing and contracting on behalf of UnitedHealthcare.

To get started, go to [providerexpress.com](https://providerexpress.com) (look under "Our Network" for specific instructions) or call 800-817-4705.

### Instructions for other health care providers:

If you work in Chiropractor, Outpatient Therapy Provider/Clinic (Physical/Occupational/Speech) or an Alternative Medicine Provider areas, you'll contact a partner who handles credentialing and contracting on behalf of UnitedHealthcare: Optum Physical Health. (Note that alternative medicine providers (CAM) include acupuncturists, naturopaths and massage therapists.)

To get started, go to [MyOptumHealthPhysicalHealth.com](https://MyOptumHealthPhysicalHealth.com) or call 800-873-4575.