TrackIt

Snapshot

TrackIt is an innovative tool on the UnitedHealthcare Provider Portal landing page that serves as your daily to-do list, your personal assistant and an automatic reminder for many of your UnitedHealthcare tasks.

Save time and make your workday more efficient

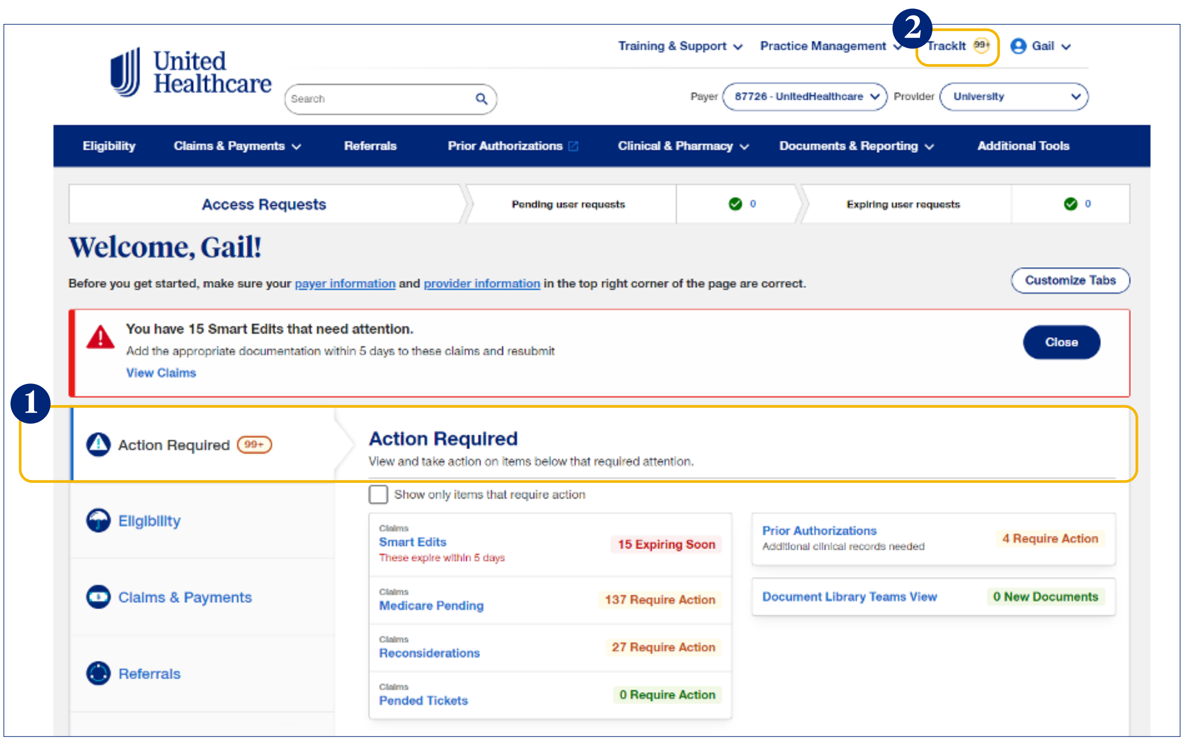
Need to upload a document? Are we missing some information to process your claim? TrackIt will tell you. No need to pick up the phone or wait for the mail. The items that need attention are highlighted, so you can see and take action on claims, prior authorizations, referrals and more without leaving TrackIt.

How to access

Once signed in to the portal, you can access TrackIt one of 2 ways:

1. Action Required tab on the left side
2. TrackIt icon in the top-right corner

From either location, click the tab to see the full menu.



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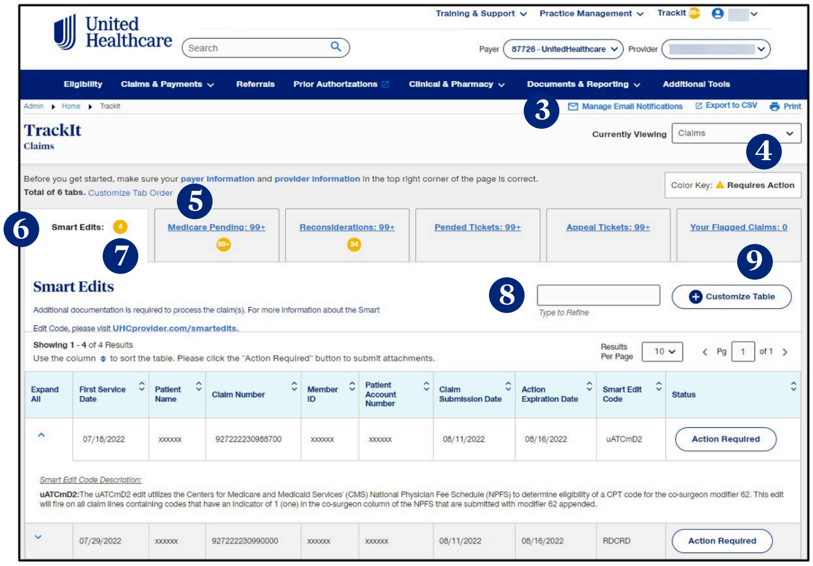
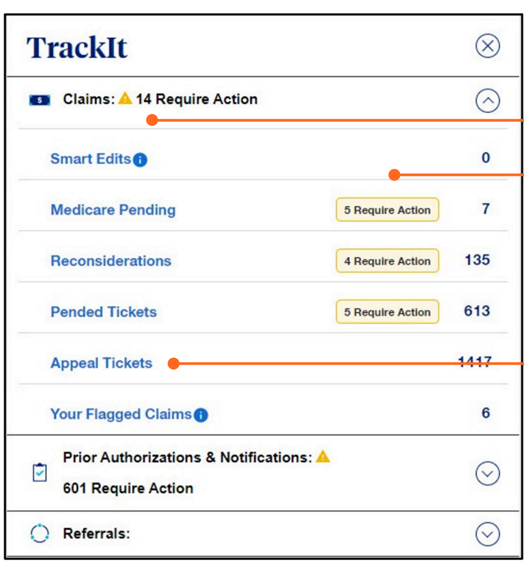
Action Required menu



What you can do in TrackIt

3. Update notification frequency, change email address or opt out of TrackIt notifications
4. Change claim category using this dropdown
5. Change tab order or remove those you don't need by clicking Customize Tab Order
6. Click each tab to view. Please note, you will only see tabs you have permission to view.
7. Look for the ⚠ to see which items need attention
8. Search by member's name or ID, claim number, service date, etc.
9. Add or remove table columns by clicking Customize Table

TrackIt icon menu



Look for the ⚠ symbol and yellow boxes to see where action is needed

View activity on your claims-related tasks. (In this example, there are 7 active Medicare Pending claims and 5 of them require action.)

Select any category to open a new window with more detail

See detailed prior authorization, notification and referral information by clicking on the dropdown

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Additional benefits

- View appeal decision letters, prior authorization and clinical letters right from TrackIt
- Set up daily or weekly email alerts to be notified when new items are added to TrackIt
- Set preferences and use filters to view your own work or monitor work of colleagues, if needed
- Flag your claims for easy access

Not registered?

To access TrackIt and the UnitedHealthcare Provider Portal to submit claims, verify eligibility, check for prior authorization and more digitally, you'll need to create a One Healthcare ID. Visit **UHCprovider.com/access** to get started.

Questions?

Chat with a live advocate 7 a.m–7 p.m. CT from the UnitedHealthcare Provider Portal **Contact Us** page.

For help accessing the portal, technical issues or changing notification preferences, please contact UnitedHealthcare Web Support at **providertechsupport@uhc.com** or **866-842-3278,** option 1, 7 a.m.–9 p.m. CT, Monday–Friday.

Visit **UHCprovider.com/trackit** to register for a live training or view our **TrackIt Interactive Guide.**

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