

# 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.

The screenshot displays the UnitedHealthcare Provider Portal interface. At the top, there is a navigation bar with tabs for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. A 'TrackIt' icon with a notification badge is located in the top right corner, highlighted with a circled '2'. Below the navigation bar, a 'Welcome, Gail!' message is displayed. A red alert box states 'You have 15 Smart Edits that need attention.' Below this, an 'Action Required' section is highlighted with a yellow box and a circled '1'. It lists various items needing attention: Smart Edits (15 Expiring Soon), Medicare Pending (137 Require Action), Reconsiderations (27 Require Action), Pended Tickets (0 Require Action), Prior Authorizations (4 Require Action), and Document Library Teams View (0 New Documents).

## Action Required menu

The screenshot shows the United Healthcare TrackIt Claims interface. Callouts 3 through 9 point to the following elements:

- 3:** Notification settings icon in the top right.
- 4:** 'Currently Viewing' dropdown menu.
- 5:** 'Customize Tab Order' button.
- 6:** 'Smart Edits' tab.
- 7:** Yellow triangle warning icon on the 'Medicare Pending' tab.
- 8:** Search input field in the 'Smart Edits' section.
- 9:** 'Customize Table' button.

The main content area shows a table of Smart Edits with columns for First Service Date, Patient Name, Claim Number, Member ID, Patient Account Number, Claim Submission Date, Action Expiration Date, Smart Edit Code, and Status. The first row shows a claim with status 'Action Required'.

## 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

The icon menu shows the following items:

- Claims:** 14 Require Action
- Smart Edits:** 0
- Medicare Pending:** 5 Require Action (7 total)
- Reconsiderations:** 4 Require Action (135 total)
- Pended Tickets:** 5 Require Action (613 total)
- Appeal Tickets:** 1417
- Your Flagged Claims:** 6
- Prior Authorizations & Notifications:** 601 Require Action
- Referrals:**

Callouts explain the following features:

- 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

### 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](https://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](mailto:providertechsupport@uhc.com)  
or **866-842-3278**, option 1,  
7 a.m.–9 p.m. CT, Monday–Friday.

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our **TrackIt Interactive Guide**.

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