



## Refer a physician or other health care professional to UnitedHealthcare

At UnitedHealthcare, we rely on participating physicians and health care professionals 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 and health care professional is carefully evaluated before he or she is accepted into the UnitedHealthcare network.

If your physician or health care professional is interested in participating with UnitedHealthcare:

### **1 Take this information directly to your physician or health care professional.**

If your physician or health care professional is not in the UnitedHealthcare network, please provide him or her with the information included on this referral form. This will enable your physician or health care professional to communicate his or her interest in joining the UnitedHealthcare network and start the application process.

- a. Chiropractors and outpatient physical/speech/occupational therapists should call **OptumHealth Physical Health** at **(888) 676-7768**.
- b. Behavioral Health physicians/health care professionals should visit **ubhonline.com** or call **United Behavioral Health** at **(800) 333-8724**.

### **2 Your physician or health care professional should contact and work directly with their local UnitedHealthcare Network Management Department.**

A completed application does not mean the physician or health care professional has been accepted into the network. The credentialing process applies to all prospective physicians and health care professionals. The credentialing and contracting process may take as long as three to six months to complete. **Note:** The network in your area may be temporarily closed to certain specialties – which means the network currently has the appropriate number of physicians and health care professionals to service our members.

**3 To receive the highest levels of benefit coverage, be sure to verify the network participation status of your physician or health care professional.** It is your responsibility to ensure that your physician or health care professional is participating in the UnitedHealthcare network. You can verify participation by calling the Customer Care number on the back of your member ID card or by searching online at [uhc.com](http://uhc.com) > Find a Physician or [myuhc.com](http://myuhc.com) > Find Physician or Facility.

## Join our Network

- ▶ **Growing membership** - We offer broad, convenient access to quality, affordable health care services to more than 26 million people. Customers include large national and regional businesses, small local employers and individuals in all fifty states.
- ▶ **Incentives for in-network utilization** - Benefit designs, easy-to-use online directories and fixed maximum reimbursement policy for non-network physicians maximize in-network utilization.
- ▶ **Innovative electronic solutions** - UnitedHealthcareOnline.com saves you time and paperwork with online patient eligibility information, claim submission, real-time adjudication and Electronic Payments and Statements (EPS).
- ▶ **Ease of administration** - Many plans offer members open access and don't require referrals.
- ▶ **Commitment to evidence-based medicine** - We use national industry standards, medical specialty society and consensus standards to evaluate quality and cost efficiency for the purpose of advancing safe, timely, effective, efficient, equitable and patient-centered care.

## Ready to join?

Call the **United Voice Portal** toll-free number (877) 842-3210

Enter Tax ID

Say or enter your **Tax ID number**  
(All information entered is secure and confidential)

Say **Other Professional Services** or select **Option 5**

Say **Credentialing** or select **Option 1**

Say **Medical** or select **Option 2**

Say **Join Network** or select **Option 2**

Say **Yes** to listen to an Overview  
or  
Say **No** (select **Option 2**) to begin

Please have the following information ready to provide the credentialing representative:

- First Name
- Middle Name
- Last Name
- Degree
- Date of Birth
- Gender
- Social Security Number
- UPIN, if applicable.
- Primary or Practicing Specialty
- Tax ID Number
- Legal Owner Name  
(this can be found on the W-9)
- Place of Service Address
- Billing Address (also credentialing address, if different)
- Phone Number(s)
- Fax Number(s)
- email address, if available
- National Provider Identifier (NPI)

**Note:** Up to sixty days may be required for primary source verification (dependent upon how quickly those sources respond). Forty-five to sixty days following that verification to complete the contracting process and provide an effective date.

Physicians and Health Care Professionals may be routed to leased network vendors within certain geographic areas.