



# What is a Provider Advocate?

UnitedHealthcare is committed to creating and maintaining trusting and sustainable relationships with our care providers. A dedicated Provider Advocate will serve on your behalf to help find solutions tailored to meet the needs of your specific practice or facility and help resolve any concerns or issues you may have with UnitedHealthcare.



## Your Provider Advocate Team can help.

Your Provider Advocate Team offers the expertise and knowledge to support a long-term collaborative relationship and will help to make working with UnitedHealthcare as easy as possible.

Whether you are looking for the latest resources available to simplify your claims submission process or need support resolving issues, your advocates can help.

## What kind of support does my Provider Advocate Team offer?

### Education and Training

**Guide you to self-service claims, processing tools and online education resources**

**Help with issues** that have not been resolved through the standard service channels

**Share best practices and training** for administrative processes

**Keep you informed about new UnitedHealthcare initiatives** that may impact your practice or organization

**Provide access to performance data** related to your practice

**Offer training and onboarding** for new care providers and staff members

## ✓ Personalized Service

**Listen to your challenges and opportunities** and engage the appropriate

UnitedHealthcare contacts to address them

**Assist in navigating claims** reconsiderations and appeals process; self-service tools include:



Link portal



Provider call center



Regional mail offices

**Escalate unresolved claims issues,** where appropriate

**Document, report and resolve** administrative issues

## ✓ Expert Guidance

**Understand the tools and tactics** to help simplify your administrative process

**Connect you to UnitedHealthcare and Optum products and services** that can support your practice or organization

**Share industry best practices** and provide objective consultation

**Offer insight and additional resources** on issues that may impact your organization, such as technology trends, emerging clinical issues (e.g., abuse), value-based care and more



**To contact your Provider Relations Advocate, Please visit nmMN ([providerexpress.com](https://providerexpress.com))**

