

Electronic Solutions for UnitedHealthcare Oxford Health Plans

Quick Reference Guide

More Options!

To simplify and streamline processes for physicians and other health care professionals doing business with us, we offer a variety of electronic delivery options to potentially save you time and money. Following is an overview of electronic transaction options for UnitedHealthcare Oxford health plans, including free, low-cost and multi-payer options.

Electronic Data Interchange (EDI)

EDI is an advanced form of electronic business-to-business communication that links your computer system with UnitedHealthcare Oxford, as well as other health plans and government payers. Patient information is transferred between physicians and payers securely in a standardized format. With EDI you can:

- check patient eligibility and benefits
- submit and check referrals, authorizations and notifications
- submit claims and check claim status

Participating and non-participating physician and facility claims are accepted electronically. For more information about submitting claims through EDI, go to **OxfordHealth.com** > Providers or Facilities > Tools & Resources > Administrative Tools & Information > Electronic Data Interchange (EDI) > [EDI Claim Submission Guidelines](#).

We work with several clearinghouses to support EDI exchanges. Our preferred clearinghouse is OptumInsight™ (previously Ingenix), a UnitedHealth Group company, but you can use the clearinghouse of your choice.

OptumInsight offers a secure, easy-to-use path to almost every commercial and government payer. For more information, visit optum.com or call 888-445-8745.

Post-n-Track® is a multi-payer solution that allows you to submit and receive transactions at no cost. Online data entry is also available. To learn more, visit post-n-track.com, call 860-257-2030, email info@post-n-track.com or attend a free training session.

Contact our Electronic Solutions Support Team

Our dedicated team of professionals has an in-depth understanding of EDI and is available to assist you 8:30 a.m. to 5 p.m. ET, Monday through Friday. If you have questions about EDI, please call 800-599-4EDI (4334).

What's available on OxfordHealth.com

Transactions

- Patient eligibility and benefits
- Claim status
- Precertification required inquiry
- Referral and precertification status and submission

Tools & Resources

- Policies and protocols
- Administrative guides
- Pharmacy and laboratory resources
- Forms including: Participating Provider Claim Review Request, Demographic Updates, Claim Research Projects

Clinician Resources

- Information about clinical programs related to asthma, heart disease, depression, diabetes, rare chronic care and more
- Patient safety and health questionnaire
- Geriatric resources

OxfordHealth.com is there when you need it

Routine maintenance is scheduled during off-peak times and the website may not be available from: 2 to 3 a.m. ET, Tuesday through Friday, and 1 p.m. Saturday through 6 a.m. ET Monday.

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How to get started on OxfordHealth.com

- Physicians and other health care professionals can immediately access the site by clicking **Providers** on the left navigation bar and then **Need to Register?** (Tax Identification Number (TIN) and date of birth are required.) Facilities should call our Web Help Desk at 800-811-0881, to obtain login information.
- Quick Reference Guides are available at **OxfordHealth.com** > Providers or Facilities > Tools & Resources > Administrative Tools & Information > OxfordHealth.com Quick Reference.
- Call our Web Help Desk at 800-811-0881 to speak with a knowledgeable representative from 8 a.m. to 6 p.m. ET. You can also send a detailed email through the [Contact Us](#) link on **OxfordHealth.com**.

Oxford Voice Portal (800-666-1353)

This automated system allows you to use your phone to check eligibility, claims, precertification requests and referrals. Referrals may also be submitted through this system using your phone.

Electronic Payments & Statements (EPS)

After enrolling in EPS, your claim payments will be deposited into the bank accounts you designate. Explanations of benefits (EOBs)/provider remittance advice can be viewed or printed from a secure online archive. You can also download 835 files or receive them through your clearinghouse for auto-posting. To learn more, visit [WelcometoEPS.com](#).

Instructor-led Webcast Training

We offer regularly scheduled live instructor-led webcast training to help you get started. For more information and to register, visit **OxfordHealth.com** > Providers or Facilities > Tools & Resources > Administrative Tools & Information > [Electronic Solutions Training](#).