

# How to submit a pre-service appeal

## Quick reference guide

Network health care professionals (primary and ancillary) and facilities that provide services to most commercial, UnitedHealthcare® Medicare Advantage, Community Plan and Dual Special Needs (D-SNP) plans are required to submit medical pre-service appeals electronically. We also encourage out-of-network health care professionals to submit pre-service appeals electronically.

### How to submit

Use the Prior Authorization and Notification tool through the **UnitedHealthcare Provider Portal**:

- From any page on **UHCprovider.com** > Sign In
  - Enter your One Healthcare ID
    - Users who don't have a One Healthcare ID: Please visit our **portal registration page** to get started
- In the menu, select **Prior Authorizations**
- Scroll down to “View existing & flagged”
- Find your service reference number (SRN) and expand to see the original case details
- If the details show the coverage status as “Not Covered/Not Approved,” submitting a pre-service appeal is an option. Click on the “File a Pre-Service Appeal or a Grievance” link to access the appeal form.
- Once you click the link, a new tab will open that takes you to the instructions page of the submission form
- You will be guided through the submission process and prompted to upload any supporting documents, review your information and submit
- Use Advanced Filter to search Document Library for your pre-service appeal letters

### How to check the status of your appeal

- Select TrackIt from the top menu bar:
  - From the menu, choose Prior Authorization & Notifications > Prior Authorization Appeals
  - View the desired prior authorization appeal(s) information

### Questions?

Connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**.