The Eligibility & Benefits function is where you can obtain information about your patient's medical coverage, via Link. You may also submit referrals and notifications/prior authorizations within this function. Please consult those Quick Reference Guides for detailed information.

Get Started
1. Sign in to UnitedHealthcareOnline.com

2. Select Eligibility & Benefits

3. Click Start Here

Corporate Information
1. Select the appropriate Provider/Organization, Corporate Name, Tax ID Number and Provider/Physician Name

2. Click Submit

Member Search
1. Select Search Method by clicking on appropriate radio button
2. Enter the required information
3. Choose Individual or Family, if required
4. Click Search

NOTE: Check All Effective Policies box to verify if patient has other policies with UnitedHealthcare (only available on an Individual search).

5. Select the desired patient

NOTE: Clicking the Information icon will give Grace Period Information

Clicking the ID Card icon will show the ID Card

If detailed benefits are in a different location, you would click the icon to open that location in a new page.
Member Search (continued)

6. Review the Patient and Benefits Information

NOTE: For Medicare and UnitedHealthcare Community Plan (Medicaid) policies a “Gaps in Care” pop-up will appear.

Select “Click For Details” for more about procedures and medications for the patient

7. Scroll down to choose a specific Benefit Category from pull-down menu

8. Review the benefit then choose another category, if desired

Perform a New Search

1. To search for another member under the same provider, return to the Search tab

2. Expand the Member Search (see Member Search section above)

3. Or, to perform an entirely new search, return to Home tab and click Start Here

Additional Quick Reference available on UnitedHealthcareOnline.com

NOTE: To submit or check status of referrals or notifications/prior authorizations, please consult those Quick Reference Guides for detailed information.