

Electronic Submission Tools

HELP US HELP YOU

Give Your Fax A Break- Electronic Technology Provides Efficiency

Univera Healthcare is actively monitoring all COVID-19 developments. We are proactively establishing avenues to make it even easier to do business with us.

Our intent is to successfully navigate this pandemic with the safety and well-being of our providers, members, employees and communities at the forefront. The full, long-term impacts of the pandemic are, as of yet, unknown. We have all been challenged to support our business and our customers in new, unique ways.

Direct contact with local, state and federal health officials continues. We continue to implement applicable executive orders and regulations as they become effective. We have successfully complied with the government's request for employees to work from home, therefore we are also enabling more REAL TIME automation to reduce your administrative burden.

To continue to provide excellent service, we have made the decision to replace traditional facsimiles with newer electronic technology.

What's Changing

Shifting focus to more electronic submission opportunities

- Utilization Management Submission Portal to replace existing Fax options
- Electronic Notifications for "Request for Medical Records" letters and online submission*
- Electronic submission method for paper items normally mailed to PO Box 211256

Advantages

- Self-service tools
- Expedited processing and immediate indexing
- Enhanced security with portal submissions
- Confirmation and tracking of submission
- No charge to you

Please Note: External Media (Compact Discs, USB flash drives) will no longer be accepted. While convenient, they pose security risks that can potentially compromise Protected Health Information.

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What's *not* Changing

- Submit a copy of the medical record request letter when using the PO Box 211256 electronic alternative. Our medical record request letter contains information used to electronically sort your submission. If the request letter is not included, it will affect the sorting process and slow the processing time.
- Each medical record submitted via the UM submission portal will still need to be submitted separately. Please do not combine medical record requests.

How to Sign Up

- To register to receive your "Request for Medical Record" letters via email and submit associated documentation online, email EDI.Solutions@univerahealthcare.com.
- To register for the UM Submission Portal and/or PO Box 211256 electronic alternative, hosted by Smart Data Solutions, [click here](#).
 - On the SmartData Stream Clearinghouse Portal Account Creation page, complete the fields with your practice and contact information. You will have the ability to set up additional subaccounts after initial enrollment.
 - Check the "I'm not a robot" box and follow the verification prompts. Once verified, click *Submit*.
 - After submission, watch for a welcome email from **stream.enrollment@sdata.us**. Check your junk email folder if the email is not received. The welcome email will contain the URL to access the portal and a user name (all user names will start with "CH") that you'll use with the password entered on the registration screen to log into the account.

Tip! We recommend using our portal with a more recent browser, such as Google Chrome, for the best experience. Some features of the site may not work or be available on other browsers, including Internet Explorer.

Questions

- For general information on these electronic submission methods, please contact your Provider Relations representative
- For technical questions or issues related to the Smart Data Solutions portal for UM Submissions or the PO Box 211256 electronic alternative
 - Call: 1-866-265-5983
 - Email: [Click here!](#)

***The Electronic Claims Attachment process (ECA) is for post claim medical records.**