Application Programming Interface guide

Application Programming Interface (API) is a free digital solution that allows health care professionals to automate administrative transactions. This option is best for organizations that have the technical resources to program API or the ability to outsource implementation. API interacts between multiple applications and allows you to get detailed data on:

• Claims submission, status and payment

• Documents

• Eligibility and benefits

• Pended claim attachments

• Prior authorization (Status check)

• Provider demographic updates (add, term, change)

• Reconsiderations and appeals

• Referrals

Static versus real-time data

The data is in real time and can be programmed to be pulled repetitively and transferred to your practice management system or any application you prefer. API eliminates the need to re-key information from one source to another and fills in the gaps for information you may not be getting with your current data streams.

Benefits of using API

• Allows you to automate transactions on a timetable you set

• Permits data transfers to your practice management system, proprietary software or any application you prefer (interoperability)

• Saves time by distributing data faster

• Reduces the need to call

• Reduces paper

• Maintains workflow

• Supports standard formats but compatible with new technology

API connectivity options

You have 2 options to establish an API connection:

① **Standard API**

For all available API transaction types, this option allows you to interact with us directly through a secure connection.

② **API Extended X12**

This option is available for claim status and payment, and eligibility and benefits information. API data is returned in JSON format as an extension to your existing compliant Electronic Data Interchange (EDI) transaction responses. For example, the 276 claim status inquiry would include a request for the "extended" data, which would be returned with the 277 response.

The extended data provides information that's not included in the standard EDI response. This eliminates the need for billing staff to look it up in the UnitedHealthcare Provider Portal or call. Setup and post-production support

③ **Setup and post-production support**

API requires technical programming to exchange data in an automated fashion. The implementation will require coordination with either your IT department, software vendor or clearinghouse to set up the API service.

We have a business and technical team ready to support you through each step of the implementation process, including post-production. Our team will schedule onboarding meetings to support you through testing to production.

Getting started

1. Go to **UHCprovider. com/api** for basic API information
2. Visit the **API Marketplace** to explore all things API, including technical documentation
3. Schedule an **introductory meeting** with an API consultant by following the Get Started prompts

A sandbox for implementing API services

UnitedHealthcare uses a stage (test) environment with live data to set up API services. Our API Marketplace includes a sandbox that returns sample responses for each API. A secure set of credentials will be provided for you to access the stage and production environments.

Questions?

If you need more information, please email **APIconsultant@uhc.com.**

Our digital solutions

API is one of several digital solutions we offer to help manage your daily workflow and reduce costs. Find out more at **UHCprovider.com/digitalsolutions.**

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