

# How to Complete Eligibility Verification Audit uhceservices

**Purpose:** This job aid provides the step-by-step procedures to complete an eligibility verification audit in uhceservices.

## Complete Eligibility Audit

1. In your web browser, go to:  
<https://www.uhceservices.com>.
2. Click **Log In with OneHealthcare ID**.
3. Enter your **One Healthcare ID** and **Password**, and then click **Sign In**.

The screenshot shows a web browser window with the URL <https://www.uhceservices.com/en/prelogin>. The page title is "Pre-login Page". The United Healthcare logo is at the top left. The main heading is "Welcome to uhceservices". Below the heading is a sub-heading "Sign in for access to a suite of resources and administrative services designed to simplify health benefits management. [Learn More](#)". There are two buttons: "Log In with OneHealthcare ID" (highlighted with a red box and a red circle with the number 2) and "New to site? Register here". Below the buttons is a link "Lost or Expired Invitation?". A red circle with the number 1 is in the top right corner of the browser window. An inset window shows the "Sign In With Your One Healthcare ID" form. The form has two input fields: "One Healthcare ID or email address" and "Password". A "Sign In" button is below the fields. To the right of the form are links: "Additional options: Manage your One Healthcare ID" and "What is One Healthcare ID?". Below the form are links: "Forgot One Healthcare ID" and "Forgot Password". At the bottom of the form is a red message: "Welcome to One Healthcare ID (formerly known as Optum ID). Please use your existing Optum ID credentials to log in." A red circle with the number 3 is in the bottom left corner of the inset window.

## Complete Eligibility Audit: Broker View

4. The **Home Page** displays with the message: **You have one or more groups that are required to complete an eligibility verification audit.**

**NOTE: Employer View** – Most Employers will see a single group number. Click the **Begin process** link to begin the audit process for that group.

5. Click **View Groups**. The **Group(s) Under Eligibility Review** screen displays with each group and the corresponding status of their eligibility review.

Click [here](#) for a list of all valid statuses and corresponding descriptions.

6. Click the **Status** button for a specific group to see more information or to complete the audit.

The **Complete Eligibility Verification Audit** screen displays.

The screenshot shows the UnitedHealthcare interface for a broker named Angie. The top navigation bar includes links for Home, Small Group Quoting & Renewals, Manage Members, Billing & Payment, Reports, Plan & Rate Information, Resources, Commissions, oxfordhealth.com, and Other Applications. The main content area is titled "Home View for Angie" and features a "Select Group" button. A yellow notification banner at the top states: "You have one or more groups that are required to complete an eligibility verification audit." with a "View Group(s)" link. Below this, a card for "MAXWELL PROFESSIONALS LLC" (GROUP NUMBER: 1361481) shows a "Begin process" button and a status of "NOT SUBMITTED". The bottom section is titled "Group(s) Under Eligibility Review" and contains a table with the following data:

Group ID	Group Name	Status	Action
1350572	TSTBY LLC	INCOMPLETE	INCOMPLETE
1310906	V-BABY LLC	DENIED	DENIED
1337111	VJAJ CORP	APPROVED	APPROVED
1351326	VS1 HOLDINGS LLC	NOT SUBMITTED	NOT SUBMITTED

## Complete Group Eligibility Audit

- 7. Click **Continue**.  
The **Complete Eligibility Verification Audit** form displays.
- 8. Click the **Eligibility Verification Guide** button to review all the details required to complete the audit.
- 9. Complete the required fields (marked with a red asterisk) on all forms.

All the required forms for this group are located on the column on the left. As each form is completed, you will see a checkmark next to the form to indicate the form is complete.

**NOTE:** The list of forms could change depending on answers to various questions within the form.

## Complete Group Eligibility Audit

10. Click **Continue** to go to the next form.

**NOTE:** Click **Save and Exit** if you need to return to the audit at a later date.

**NOTE: Manage Documents Form** – When you get to the **Manage Documents** form, if you are a Broker completing the form for an Employer, you must download, fill out and upload the **Group Attestation Form**. To access the form in **Manage Documents**, click the **Download Group Attestation Form** button.

**Section D. Certification**

The undersigned certifies that the information and documentation submitted as part of the Eligibility Verification Audit is true, correct and complete, and fully understands that any false statements or failure to provide all available information may constitute the basis for rescission of the group policy, termination of coverage, an increase in premiums retroactive to the policy date, or other consequences as permitted by law.

Name *	Title *	Date *
X	X	01/17/2023

**Save and Exit** **Continue** 10

**Download Group Attestation Form**

**Upload Documents**

Select File Type **Upload**

**Completed Submissions**

**View** Updated on : 1/18/2023:10:22:44 AM

## Complete Group Eligibility Audit

11. **After completing all the forms** you must fill out and submit the **Eligibility Verification Attestation** form. Enter the information and click the **Submitted** button. The following message displays:

**Thank you for providing the submission. Please allow 5 business days to review and you will hear back in the message center on uhceservices.**

**If you are experiencing technical problems with uhceservices.com, including access or login issues, call 866-908-5940 to be connected to a service associate who can assist you.**

**For audit specific questions like how to complete or submit the audit online, contact us at 1-877-504-1179 to be connected to an audit team member who can assist you.**