



API Marketplace

Organization
ManagementSign
Out

My

Apple billing and Credentiali...

Organization:

Dashboard

API Library

Resources

Communications Corner

**OVERVIEW &
ONBOARDING**[API Overview](#)[Security](#)[Getting Started](#)[All APIs](#)[API Onboarding
Demo Videos](#)**CLAIM STATUS
(276/277)
EXTENDED X12
API**[Overview](#)[Technical
Documentation](#)**CLAIMS**[Overview](#)[Frequently Asked
Questions](#)[Technical Demo
Videos](#)[Technical
Documentation](#)

Overview

Last Updated 08/19/2025

[Data
Dictionary](#)

The Claims APIs provide an easy way to search for claims already submitted or add attachments to reconsiderations and appeals. The Claims APIs consist of 6 primary functionalities or workflows: Claims Status, Reconsiderations, Appeals, Batch Processing, Payment Status, and Documents.

Claims API is an easy way for your organization to send and retrieve up-to-date claims data and reduce development and support costs. By partnering with us to integrate our claims data directly into your current workflows, you can use this information for application or product development. Our APIs integrate with practice management systems, hospital information systems, electronic medical records (EMRs), electronic health records (EHRs) and third-party billing companies to provide you with highly detailed claim information.

Key Capabilities

This RESTful API supports a wide range of claims-related functions, including:

- **Claim Reconsiderations and Appeals**
 - Submit reconsiderations and appeals with attachments
 - Check submission status

**ON THIS
PAGE**[Key Capabil-
ities](#)[Prerequisites](#)[Security](#)[Workflows](#)

DENTAL[Overview](#)[Frequently Asked Questions](#)[Technical Documentation](#)**ELIGIBILITY**[Overview](#)[Frequently Asked Questions](#)[Technical Demo Videos](#)[Technical Documentation](#)**ELIGIBILITY****(LIGHTWEIGHT)****API**[Overview](#)[Technical Documentation](#)**ELIGIBILITY AND BENEFITS****(270/271)****EXTENDED X12****API**[Overview](#)[Technical Documentation](#)**PRIOR****AUTHORIZATIONS**[Overview](#)

- Appeal submissions with attachments

- **Claim Status and Payment**

- Claim summary information
- Detailed claim data
- Claim evaluation for payment and benefits/adjudication
- Coordination of benefits detail
- Claim payment information

- **Claim Submission**

- Submit claims in EDI 837 X12 format
- Institutional and Professional claims are accepted
- Receive the 277CA claim acknowledgment status

- **Documents API**

- Pre-service documents
- Claim and payment documents
- 835 files in X12 format

- **Pended Claim Attachments**

- Submit attachment(s) for pended claims
- Update attachment(s) for pended claims
- Check status of attachment(s) for pended claims

Prerequisites

The Consumer should have valid Client-ID/Secrets for the APIs to be fully functional.

Security

The Claims APIs are secured using OAuth 2.0. All calls to APIs are encrypted over HTTPS. APIs support connections using TLS version 1.2 or higher. All modern languages and frameworks support TLS 1.2, although specific older ones do not. To call these APIs, you must have valid credentials.

- Frequently Asked Questions
- Technical Demo Videos
- Technical Documentation

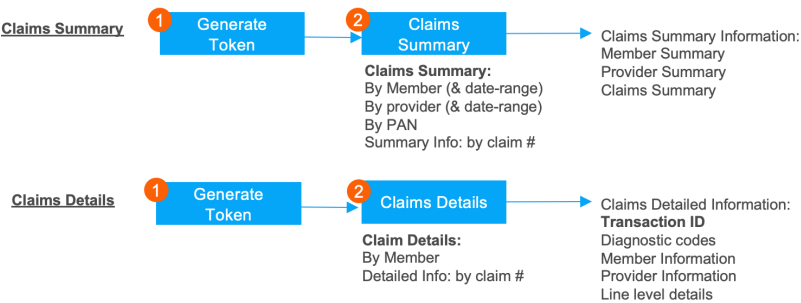
Workflows

Please see the workflow images below for an overview of the process.

Claims Status

- PROVIDER
- DEMOGRAPHIC
 - Overview
 - Frequently Asked Questions
 - Technical Demo Videos
 - Technical Documentation

The Claims Status workflow allows you to check the latest information on a claim as it moves through UnitedHealthcare’s systems. By calling the Claim Summary or Claim Details APIs, you will receive high-level or line-level information, respectively, on a claim. The Claim Details API provides a Transaction ID that must be used to call other APIs, including Payment, Document Key, Claim Action, Reconsideration, Appeals, and Attachment. This Transaction ID is a session key and is valid for 24 Hours.



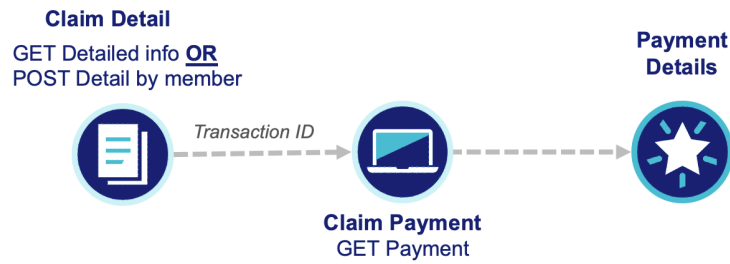
Payment Status

- SUPER
- CONNECTOR
 - Overview
 - Technical Documentation

After calling Claim Detail, the same Transaction ID can be used to get payment details for that claim. Payment information includes payment type, amount, and status.


- TRACKIT
 - Overview
 - Frequently Asked Questions

Technical Documentation

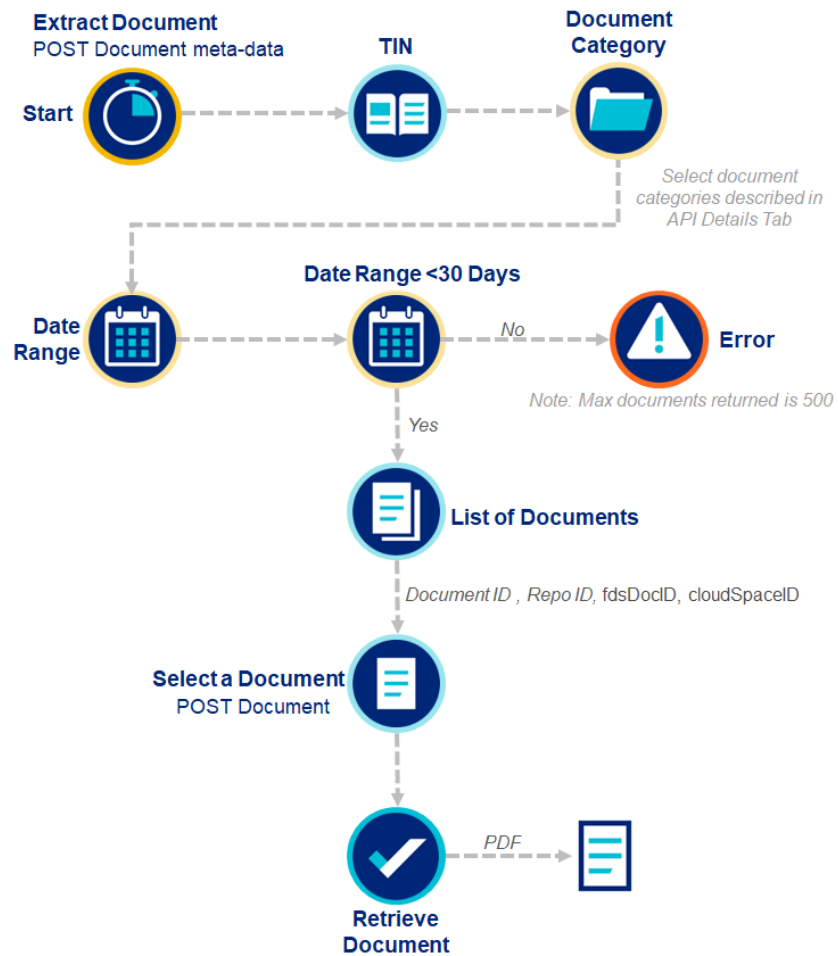


Documents

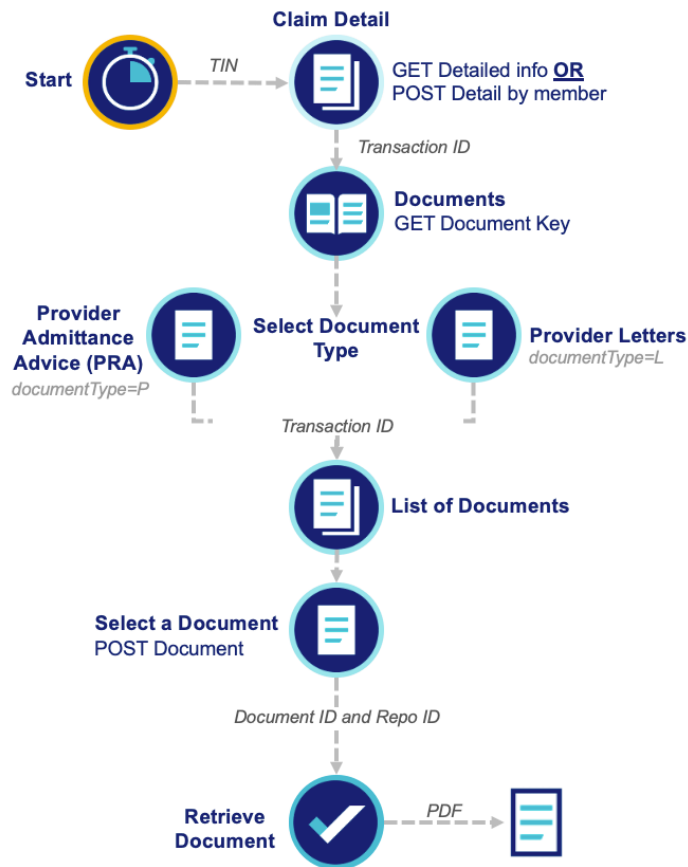


To filter for a specific document type, refer to the [Document Metadata File Path](#) 

The Documents workflow provides access to individual or multiple documents attached to claims. Upon accessing a Document Key, document metadata can be reviewed or documents can be downloaded.



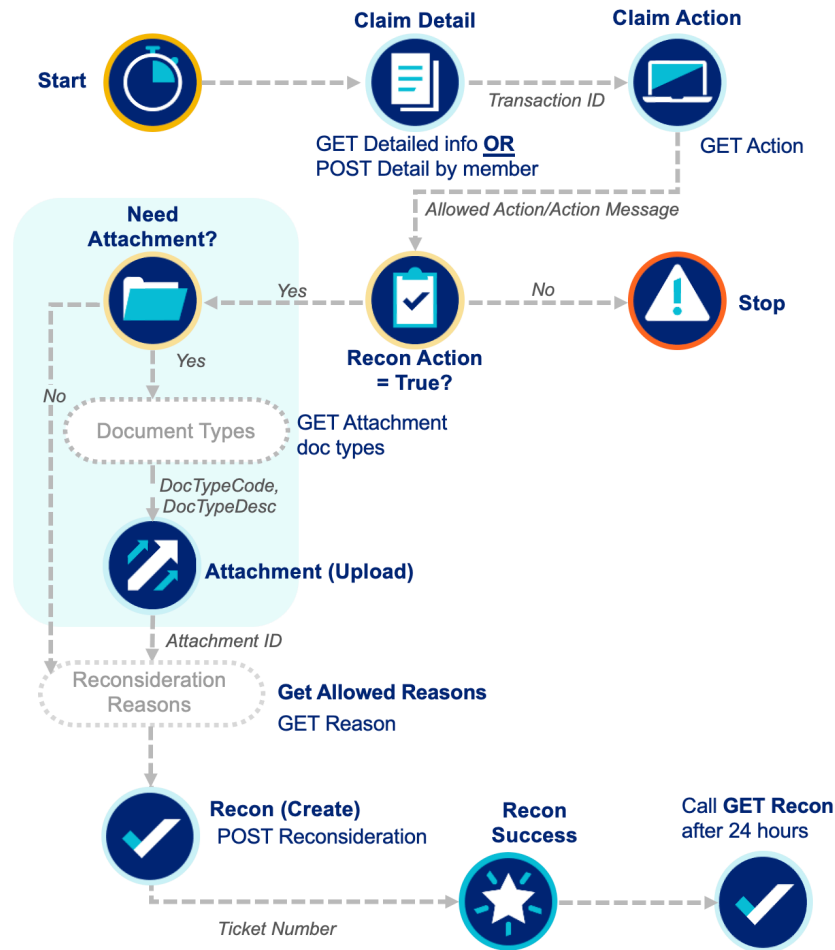
The use of Document Type can narrow the document search between Provider Remittance Advice (PRA) documents and Provider Letters.



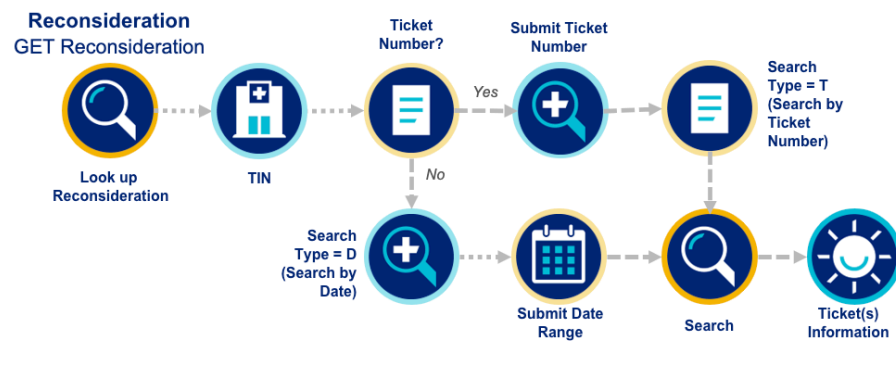
Reconsiderations



The Reconsideration workflow enables both lookup and submission of a Reconsideration ticket. Reconsiderations can be submitted via API by first calling Claim Detail for the transaction ID, Claim Action to determine the next step, and adding an Attachment if needed. Upon successful creation of the Reconsideration, a ticket number for reference will be provided.



Searching for existing reconsiderations can be conducted using the ticket type or date range.



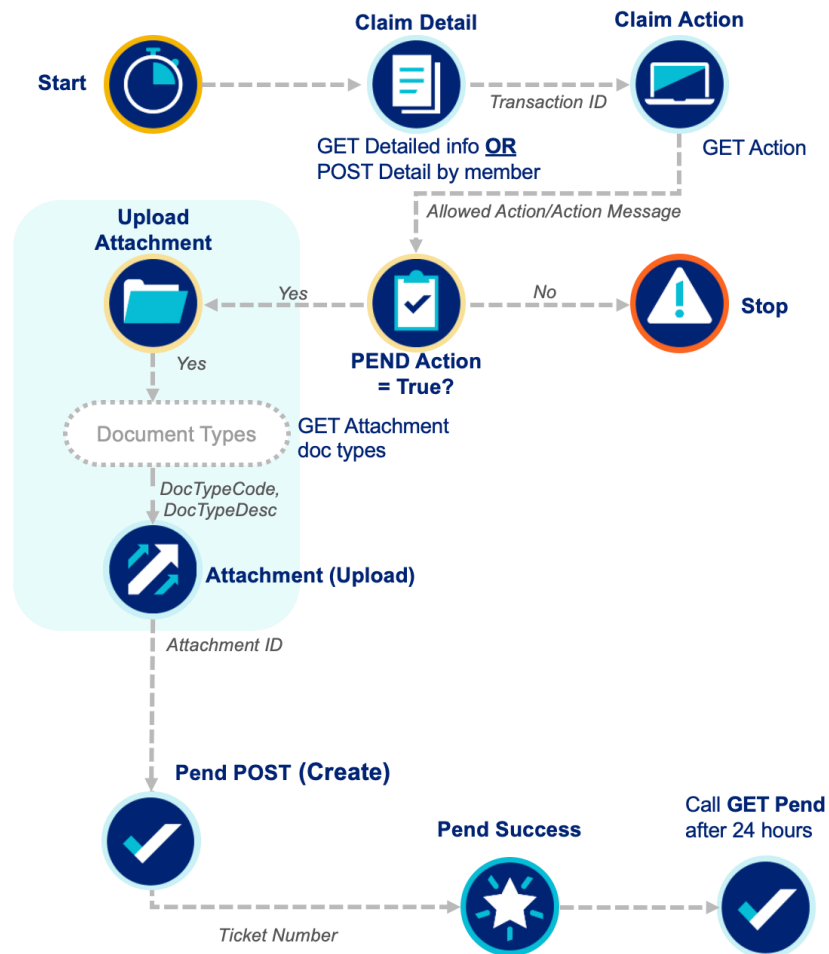
Pended Claim Attachments



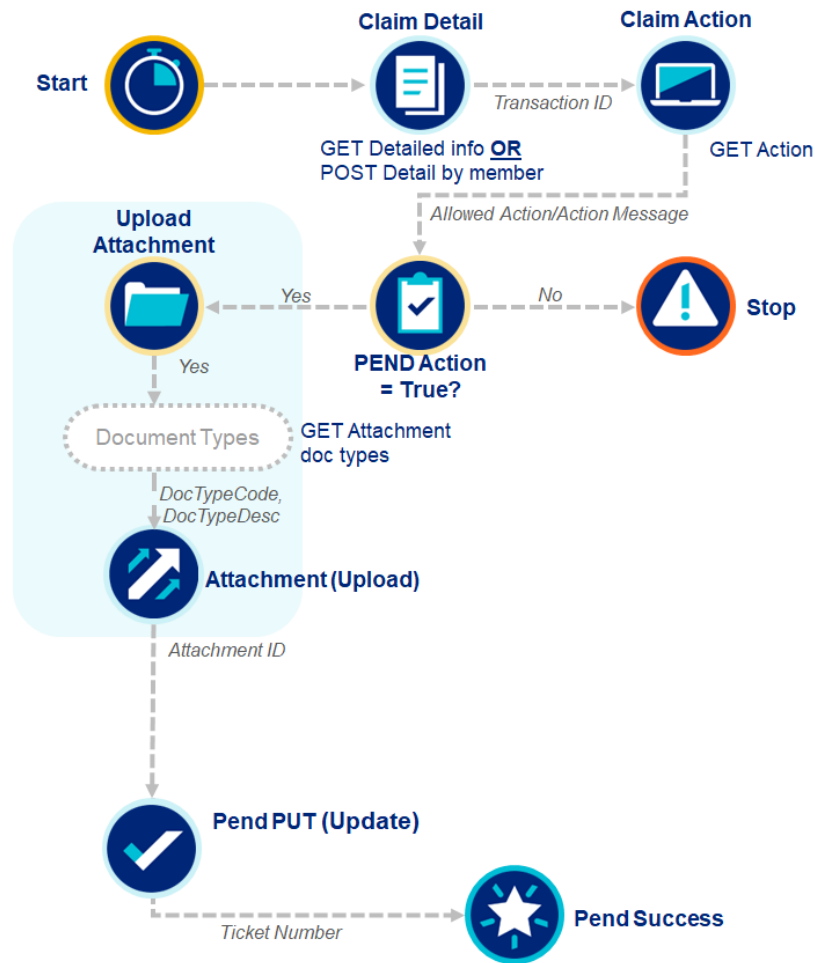
Pended ticket creation and Pended ticket update are enabled in Attachment for Pended Claims workflow. A

Pended ticket can be created via Pend POST API by first calling Claim Detail for the transaction ID, Claim Action to determine the next step, and adding an Attachment. Upon successful creation of a Pended ticket, a ticket number for reference will be provided. The created Pended ticket can be updated via Pend PUT API by first calling Claim Detail for the transaction ID, Claim Action to determine the next step, and adding an Attachment.

Create a Pended Claim



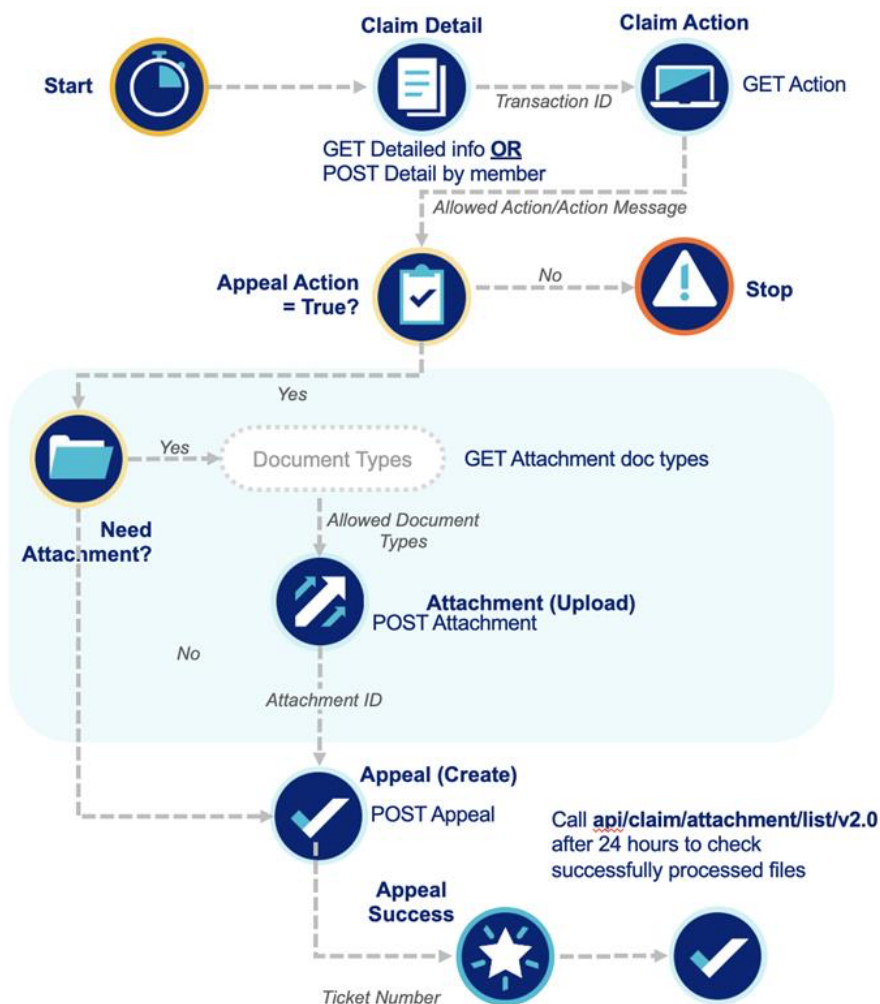
Update a Pended Claim



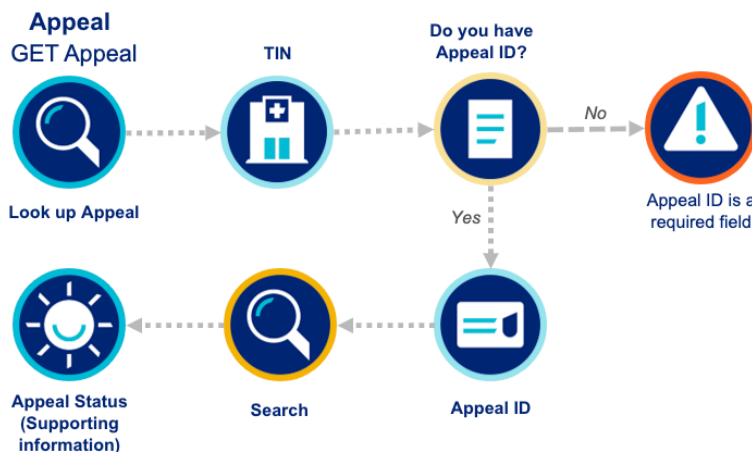
Appeals



The Appeals workflow follows the same functionality as Reconsideration and enables both lookup and submission of a Reconsideration ticket. Appeals can be submitted via API by calling Claim Detail for the transaction ID, then Claim Action to determine the next step, before adding an Attachment if needed. Upon successful creation of the Appeal, a ticket number for reference will be provided.

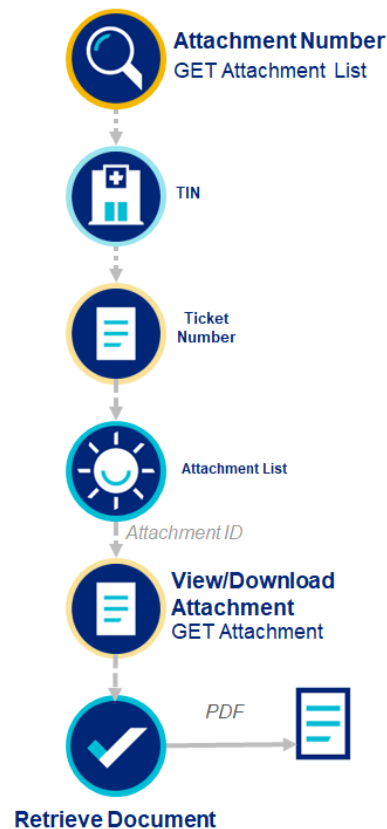


Searching for existing appeals can be done by searching with the Appeal ID and TIN.



View Attachment for Recon/Appeal Workflow

The Recon/Appeal attachment flow gives you steps needed to down attachments available on a given recon/appeal ticket. It is a two-step process. In the first step, you can retrieve attachments list (meta data) using attachment list API end point. 2nd step, you can use metadata from 1st step API response to download the actual attachment.



Batch Processing

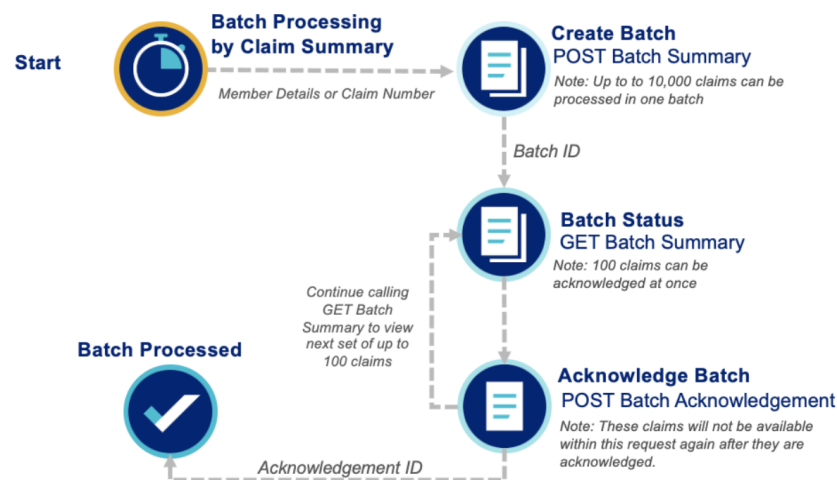


Batch processing allows the retrieval of multiple claims in batches, either at the Summary or Details level. Claim Summary batches can be created with member information or claim number. Once a Batch ID is obtained, the batch status can be fetched by calling GET Batch Summary for the Acknowledgement ID. One (1) Acknowledgement ID is

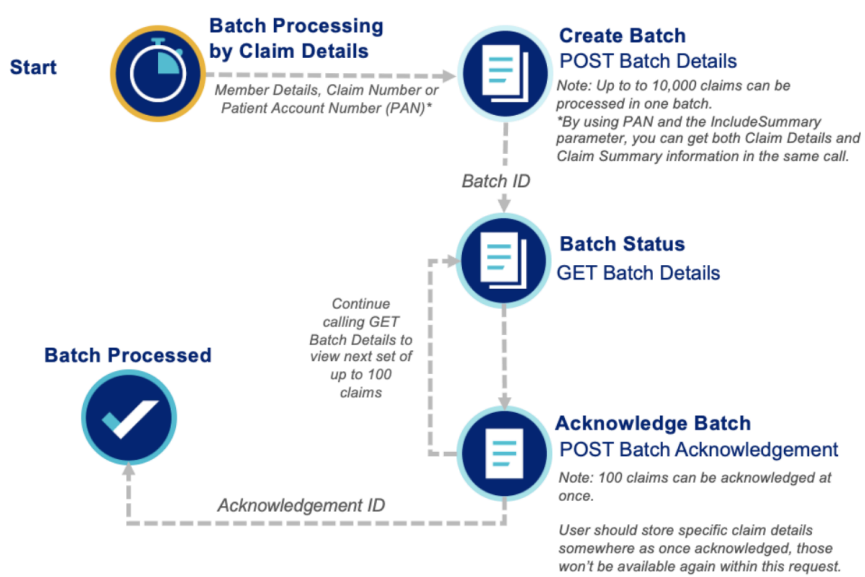
generated for 100 claims at a time and the claims summaries for those 100 are returned. The batch is not complete until claims are acknowledged, which can be tracked through Batch Processing Status.

The Batch Processing Status returns the following information:

- Number of results in search
- Number of claims processed (detailed information available now)
- Number of claims pending (detailed information in process)
- Number of claims acknowledged (reviewed, downloaded & acknowledged by user)
- Line-level information for 100 claims at a time



The same flow is followed for batches seeking Claim Details information. The Claim Details batches can be created with Patient Account Number (PAN) in addition to Member Information and Claim Number. For the Claim Details batch search using PAN, including the parameter includeSummary = true will bring back both Details and Summary for that claim in the response.



Site
Map

About
United
Healthcare 