

Save time and money with [umar.com](https://www.umar.com)



Send documents electronically in just a few clicks

We've enhanced our [umar.com](https://www.umar.com) provider portal so you can submit correspondence electronically.

You'll save time and the cost of postage by sending your documents online. All online submissions are automatically indexed in our document management system and routed to the appropriate department for handling. You'll also get a digital receipt with a tracking number you can use to track and view your submission.

What type of correspondence can be submitted through the Paper Clearinghouse (PCH) Provider Portal?

- Claims
- Results from wellness assessment claims
- Dental supporting documentation
- Inquiry to claim denial
- Inquiry of amount paid on claim
- Pre-authorization
- Responses to requests for additional information (X-ray, office notes, charting, referral letters, legal documents, coordination of benefits, EOB).

This does not include pre-certification, pre-determinations, nor referrals.



Getting started

- 1 Go to [umar.com](https://www.umar.com)
- 2 Select **Providers**
- 3 Select **Provider submissions** from the left navigation to access the SourceHOV system. You will need to register on the **Paper Clearinghouse (PCH) Provider Portal** to begin sending your documents online. See back for steps to register.



Steps to register

You will be directed to the PCH home page once you access the **Submit documents** button. To register:

- 1 Select **My Account** from the top menu bar
- 2 Choose **Sign up** from the drop-down menu
- 3 Complete the form (left) and select **Submit**

Where do I go to check the status of submitted documents?

You can check the status of submitted documents in the **Reports** tab once you have access and log into the PCH provider portal.



Need help?

For questions concerning your provider portal submission, please call the 800 number on your patient's member ID card.

For site assistance, use the **Registration/Support Request** option, which is accessible under **Provider submissions**.