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Overview Of UHC On Air

UHC On Air is UnitedHealthcare’s video communication platform for UnitedHealthcare providers. It’s a fun and personal way to interact with your provider community, and provides access to live and on-demand education and training video broadcasts on a range of topics including:

- Claims and processing
- Line of business training
- Reform and regulations
- Accountable care tools and programs.

Providers can also listen to or interact with speakers as part of provider training and orientation and Ask an Advocate sessions.
How To Access UHC On Air

Follow these steps to access UHC On Air.

1. Go to UHCDental.com

   - On our home page at UHCDental.com, please log in via the provider login or create a profile and register if this is your first time logging in to the portal. See the screen shots below.

You must have an Optum ID to gain access to the UHCDental.com portal. If you need an Optum ID, you can create one by clicking on Create an Optum ID after you click on "REGISTER".
2. Accessing UHC On Air after logging into UHCDental.com

Once you are logged into the UHCDental.com portal, on the main page there is a section called "Quick Links". The UHC On Air link is kept there. Click on the link and you will be taken to the UHC Dental On Air main dashboard.
3. Explore UHC On Air content

There are several ways to navigate the UHC On Air content including: Featured Programs, the search fields or the Channel Series.

- **Channel Series** – The channel series can be viewed as a play list of sorts. The content in each channel series is geared towards a specific theme, such as UHC Commercial content or UHC Dental Medicaid content.
• **Spotlight** – Programs that are upcoming, live and most viewed.

• **Recently Watched** – A listing of the three programs that you most recently watched.
• **Channel Search Results** –
  
  • The search function will allow you to search by topic or market.
  
  • To save a channel as a favorite and get that channel into your Favorite Channels section, click on the star.
FAQ - Accessing UHC On Air

Q: How do I access UHC On Air?
A: All UnitedHealthcare providers with an Optum ID will have a UHC On Air tile on their dashboard. They can click on the UHC On Air tile to access UHC On Air.

Q: How do I watch a program?
A: To watch a program in UHC On Air, click on a channel, then select a program you would like to view. You can also search for a program using the search bar in the upper right-hand corner of the screen.

Once you have found your session, click "Watch Now". The presentation will open in a new window, so ensure pop-up blockers are turned off.

Q: What are the system requirements to view a presentation?
A: Chrome is the preferred browser to watch UHC On Air presentations, though it is possible to view with any browser. If you are watching on Internet Explorer, confirm you have Flash enabled. Refer to the system requirements for additional information on browsers and operating systems.

Q: Where is my briefcase (documents you download from a video)?
A: When you "Save" a handout from a presentation, it will be stored in your briefcase for future download. You can access your briefcase by clicking on MENU in the upper left-hand corner and clicking "Profile".

Once inside your profile, click on the briefcase icon to view or download your document.
FAQ - Accessing UHC On Air

Q: I can’t hear audio what should I do?

A:

- If this is a live program, the webcast may not have started yet. Please verify the start time of the webcast. If you have logged in early, you may not hear audio or see video until the webcast begins.

- You may have been disconnected from the webcast. Refresh your browser by hitting F5 on your keyboard for PC or Command-R on a Mac.

- Confirm your system is compatible. Visit the Computer Tips page and confirm you are on a compatible browser.

- Check your computer speakers and ensure they are turned up. Locate your operating system’s speaker icon, usually in the bottom right or top right corner of your screen, and ensure the system volume is turned up.

Q: I can’t see video, what should I do?

A:

- Not all presentations have a video component. If you hear audio, but do not see video, the presentation may be audio only.

- If you are connected over VPN, disconnect from it and refresh the page. If you are using Wi-Fi, try connecting to the Internet directly via Ethernet cable.

- The media player will automatically adapt the video quality down depending on your available bandwidth. The lowest adaption is an audio only stream. If you are on a slow internet connection or on a shared network, you may experience moments of buffering or choppiness. If you are viewing from an office and you need to reduce network traffic, consider watching on one display as a group. If you cannot hear audio, and do not see video and you are watching on Internet Explorer (IE), make sure you have Flash enabled. Follow these steps to confirm that Flash is installed/enabled.

IE: https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html
Questions

Request a follow up from your provider advocate: 1-800-822-5353

Technical assistance: uhconair@uhc.com

General questions: Brian Head, Project Manager, Dental Provider Solutions, brian.head@uhc.com