

TENNESSEE PROVIDER PORTAL: UNITEDHEALTHCARE BROADCASTING



Tennessee providers with UnitedHealthcare (UHC) members must act on broadcast requests in the CareBridge Provider Portal. **Broadcasting only affects T1019 – Personal Care Services and S5150 – Respite Services, and applies to both CareBridge and Third-Party user types.** Third-Party users will need to perform the following workflow in the CareBridge Provider Portal. Third-Party EVV users can contact CareBridge Support at evvintegrationsupport@carebridgehealth.com with questions on how to access the CareBridge Provider Portal.

If there are any new requests, an indicator will appear over the **Broadcast Requests** tab on the left side of the screen (Figure 1A). Click **Broadcast Requests** to open the page. Here, users can filter specific requests, manage all incoming requests, and view statuses of requests.

Click the *Filters* drop down menu to select criteria for desired requests (Figure 1B). The *Status* column displays the current status of each request such as *Available*, *Accepted*, *Declined*, or *Cancelled* (Figure 1C). If a request is showing the *Available* status, click the down arrow to Accept or Decline the request.

Figure 1. Broadcast Requests Page

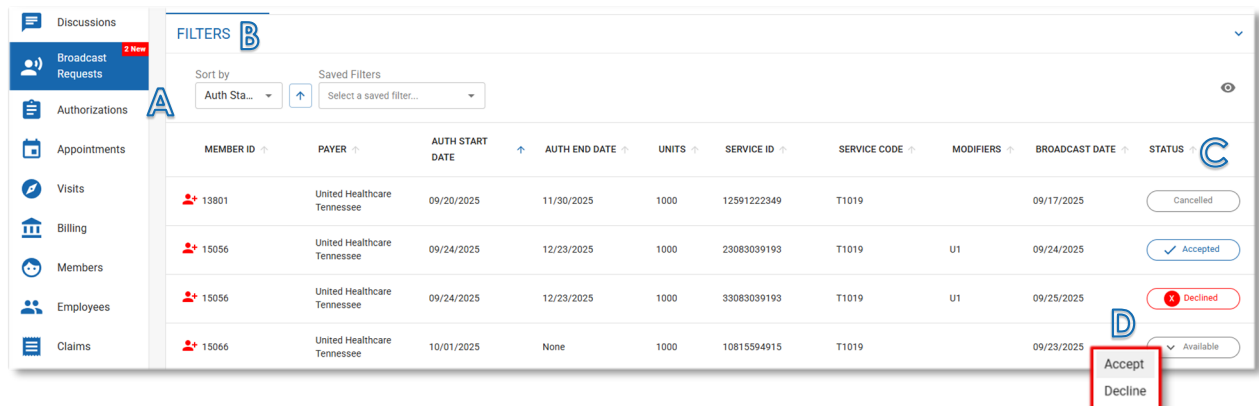
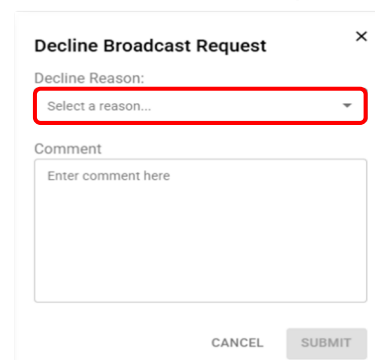


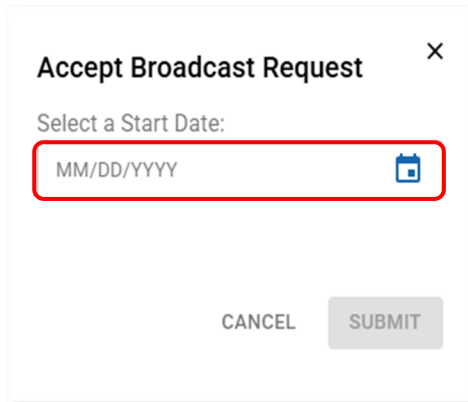
Figure 2. Decline Broadcast Request Pop-up

If the request is declined, a pop-up will prompt users to select a required *Decline Reason* from the drop-down menu and enter an optional comment. Click *Submit* to finalize declining the request (Figure 2).



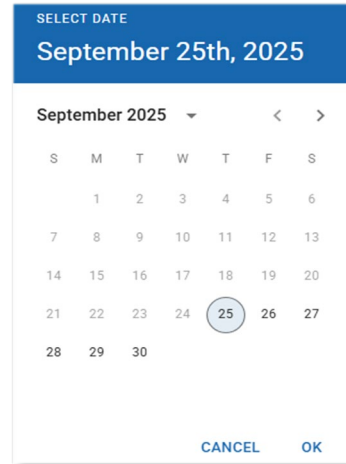
If the request is accepted, the *Accept Broadcast Request* pop-up will prompt users to designate a start date (Figure 3). Click the date field to select a date on the calendar then click OK (Figure 4). Review the date then click *Submit* (Figure 3).

Figure 3. **Accept Broadcast Request Pop-up**



The image shows a pop-up window titled "Accept Broadcast Request" with a close button (X) in the top right corner. Below the title, it says "Select a Start Date:". There is a text input field containing the placeholder "MM/DD/YYYY" and a calendar icon to its right. The input field is highlighted with a red rectangular border. At the bottom of the pop-up, there are two buttons: "CANCEL" and "SUBMIT".

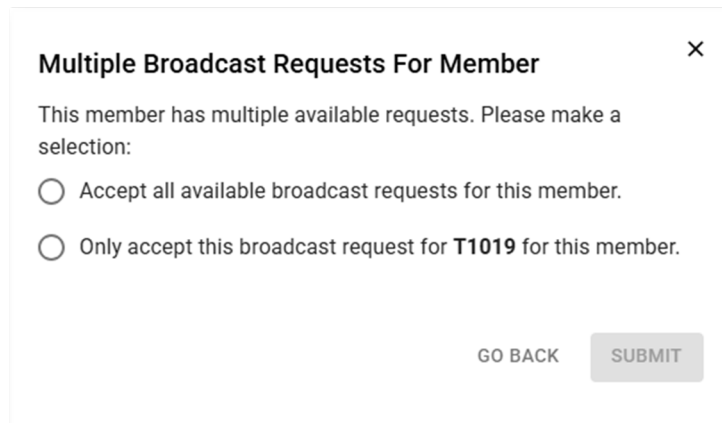
Figure 4. **Calendar Pop-up**



The image shows a calendar pop-up window titled "SELECT DATE" with a blue header bar. Below the header, it displays "September 25th, 2025". The calendar shows the month of September 2025 with days of the week (S, M, T, W, T, F, S) and dates from 1 to 30. The date 25 is circled in blue. At the bottom of the calendar, there are two buttons: "CANCEL" and "OK".

A final pop-up will prompt users to choose between bulk accepting all available broadcast requests for the member or accepting only this specific request (Figure 5). Choose an option, then click *Submit* to complete accepting the broadcast request.

Figure 5. **Multiple Broadcast Requests Pop-up**



The image shows a pop-up window titled "Multiple Broadcast Requests For Member" with a close button (X) in the top right corner. Below the title, it says "This member has multiple available requests. Please make a selection:". There are two radio button options: "Accept all available broadcast requests for this member." and "Only accept this broadcast request for T1019 for this member.". At the bottom of the pop-up, there are two buttons: "GO BACK" and "SUBMIT".

Once a request is accepted, UHC will update and issue the appropriate authorization(s) to the provider based on their selections.