


Web browser compatibility

Internet Explorer 11 is a security risk – please change browsers

Beginning June 15, 2022, you will not be able to access [UHCprovider.com](#) and the UnitedHealthcare Provider Portal using Internet Explorer 11.

Please ask your IT department for help changing browsers or learn how below.

[How to change your browser](#) 

Why web browser compatibility matters

Using the right web browser can make all the difference when accessing our web pages and online platforms like [UHCprovider.com](#) and the UnitedHealthcare Provider Portal. Poor web browser compatibility can lead to:

- Slow load time with our web pages
- Not being able to view certain features and transactions
- Low-quality, blurry images
- Longer time spent on specific tasks like claims submissions
- Potential security breaches and virus attacks from unprotected sites

You can save your practice time and confusion by using a recommended web browser, so we can do business better together.

Recommended web browsers

For an optimal user-friendly and navigational experience, it's important to use one of the following web browsers that best supports our online platforms. Please note, as of June 22, 2022 Microsoft Edge will be completely replacing Internet Explorer for certain versions of Windows 10.



Microsoft Edge



Google Chrome



Apple Safari

Changing your web browser settings is simple

By changing your default web browser, any link, HTML file or other web-based file you click will open in your web browser of choice.

We've created resources to help you change your web browser settings so you can seamlessly navigate all of our online offerings. Take our quick step-by-step self-paced course (with images included) or review our one-page flyer:

- [Time to Update Your Web Browser Self-Paced User Guide](#) 
- [Time to Update Your Web Browser flyer](#) 

Questions?

If your organization has certain browser requirements or restrictions, please contact UnitedHealthcare Web Support at providertechsupport@uhc.com or **866-842-3278**, option 1, from 7 a.m.–9 p.m. CT, Monday–Friday.