

Access UHCprovider.com to begin the registration process for Link. Manage individual access, further define user permissions and protect the safety and security of your information by using the **User ID and Password Management** app located on Link. We strongly encourage each individual in your organization to have their own Optum ID. Please identify your particular situation from the table below to learn how to best set up access.

Get Started

1. Go to UHCprovider.com
2. Select **New User**, located at the top right
3. Click **Create an Optum ID**, then choose **Create an Optum ID**
4. Enter your **Name** and **Email Address**, then create an **Optum ID** and **Password**
5. Answer three security questions
6. Review the **Terms of Use** and **Website Privacy Policy** by clicking on those hyperlinks
7. Click **I Agree**
8. From your confirmation email, click **Confirm your email address** then click **Continue**
9. Click **No** when asked if you received a registration letter that included a security code

| Your organization is <u>not</u> using the websites and would like access | Your organization <u>is</u> registered and would like to add new individual users | You are a billing company or other organization affiliated with a medical provider and would like access |
|---|--|---|
| <ol style="list-style-type: none"> 1. Enter your organization's Tax ID number (without dashes) and click Search. 2. Enter your Name and Phone Number. (This makes you the password owner and gives you the ability to add and edit users.) 3. Enter the Physician's Date of Birth or a Paid Claim Number to gain immediate access to the Website. Click Continue. <ul style="list-style-type: none"> • If you cannot provide the requested information, click Can't provide either and select a mailing address to have a Security Code mailed to you. (If none of the addresses listed are correct, click the Can't provide either button on the address screen for further instructions.) 4. Review and Agree to the Site Use Agreement. 5. Select a Department from the drop-down box. (If Other is selected, enter the department name in the space provided.) | <p>User Self Registration</p> <ol style="list-style-type: none"> 1. Enter your organization's Tax ID number (without dashes) and click Search. 2. Select an Administrator and click the Continue button. <i>This person will be responsible for approving and completing your registration.</i> 3. Enter the User/New Account Information and click the Continue button. 4. Review the information you have entered and click the Submit button. 5. The confirmation displays. (An email will be sent to the Administrator you selected. The Administrator will review the request and complete the registration process. An email notification will be sent to you when your registration has been approved.) | <ol style="list-style-type: none"> 1. Enter your organization's Tax ID number, (the Tax ID number of YOUR billing organization, <u>not</u> the provider's Tax ID number) (without dashes) and click Search. 2. Complete the registration process by entering your Organization information and demographic information. Click Continue. 3. Review the information you have entered then click Submit. 4. The confirmation page displays. Click OK. You will be taken to Link where you can request access a provider's Tax ID. <p>Request access to a provider's Tax ID</p> <ol style="list-style-type: none"> 1. Sign In to UHCprovider.com. From Link click the User ID & Password Management application 2. Select Multi-TIN Access from the left menu. <p>Multi-TIN Access</p> |

| Your organization is <u>not</u> using the websites and would like access (continued) | Your organization <u>is</u> registered and would like to add new individual users (continued) | You are a billing company or other organization affiliated with a medical provider and would like access (continued) |
|---|---|--|
| <p>6. Select a Title from the drop-down boxes and an Employer.</p> <p>7. Enter your Business Email, Address, City, State and Zip Code.</p> <p>8. Enter your Business Phone Number</p> <p>9. Click the Save button. You will be taken to Link where you can access the available applications.</p> <p>10. If you wish to use functions on UnitedHealthcareOnline.com click the UnitedHealthcare Online application.</p> <p>Note: To access multiple tax IDs, complete this process for one Tax ID, then go to User ID & Password Management > Multi-TIN Access to tie multiple Tax IDs to one login.</p> | <p>Administrator adds new user</p> <ol style="list-style-type: none"> 1. Sign In to UHCprovider.com. 2. From Link click the User ID & Password Management application. 3. Click the Users link from the left navigation menu. <div data-bbox="976 548 1115 654"> <p>Users</p> <p>ADD USER</p> </div> <ol style="list-style-type: none"> 4. Click the Add User button. 5. Complete the Add New User form. <ul style="list-style-type: none"> • Enter the user demographic information. • Select the User Account Type of Standard or Administrative. (The Administrative role has the ability to manage users, roles and access profiles.) • Select an existing or add a new Functional Role. • Select an existing or add a new Access Profile. • Enter a suggested Optum ID. For Optum ID requirements, click on the question mark (“?”) icon. • Select the Save button and click Yes to save your changes as prompted. 6. A confirmation window will advise that the user has been added and notified via email. The email notification includes necessary instructions complete their registration. | <p>3. Click Request Access.</p> <div data-bbox="1562 375 1818 410"> <p>REQUEST ACCESS</p> </div> <p>4. Enter the Physician's Tax ID and Zip Code as well as a Contact Name. Repeat for each Tax ID you need access to.</p> <div data-bbox="1436 513 1944 805"> <p>Request Multi-TIN Access</p> <p>* Indicates Required Field</p> <p>* Physician/Provider Tax ID: <input type="text"/></p> <p>* Physician/Provider Zip Code: <input type="text"/></p> <p>Contact First Name: <input type="text"/></p> <p>Contact Last Name: <input type="text"/></p> </div> <p>5. A letter will be mailed to the Physician/Provider office. To approve your request the physician's office can:</p> <ul style="list-style-type: none"> • Approve via Link • Call the help desk at 866-842-3278 • Pass the security key referenced in the letter to you to complete the activation process. <p>6. You will receive an email notifying you that access has been approved or denied. Until then, the message, “You do not have the correct access rights to view the selected page” will display when you try to access any other secure feature of UnitedHealthcareOnline.com and Link.</p> <p>Refer to the Billing Company Quick Reference located on UHCprovider.com > <i>Resource Library</i> > <i>Link Self-Service Tools</i> > <i>User ID and Password Management</i> for additional information.</p> |

Reset or Change Optum ID or Password

Click **Sign in** at UHCprovider.com > Link > select the **Forgot Username** or **Forgot Password** hyperlink > follow the on-screen prompts to reset or change your Optum ID or password.