

Access [UHCprovider.com](http://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](http://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"> <li>1. Enter your organization's <b>Tax ID</b> number (without dashes) and click <b>Search</b>.</li> <li>2. Enter your <b>Name</b> and <b>Phone Number</b>. (This makes you the password owner and gives you the ability to add and edit users.)</li> <li>3. Enter the <b>Physician's Date of Birth</b> or a <b>Paid Claim Number</b> to gain immediate access to the Website. Click <b>Continue</b>.               <ul style="list-style-type: none"> <li>• If you cannot provide the requested information, click <b>Can't provide either</b> and select a mailing address to have a Security Code mailed to you. (If none of the addresses listed are correct, click the <b>Can't provide either</b> button on the address screen for further instructions.)</li> </ul> </li> <li>4. Review and <b>Agree</b> to the Site Use Agreement.</li> <li>5. Select a Department from the drop-down box. (If Other is selected, enter the department name in the space provided.)</li> </ol>	<p style="color: #003366; margin-bottom: 0;"><b>User Self Registration</b></p> <ol style="list-style-type: none"> <li>1. Enter your organization's <b>Tax ID</b> number (without dashes) and click <b>Search</b>.</li> <li>2. Select an <b>Administrator</b> and click the <b>Continue</b> button. <i>This person will be responsible for approving and completing your registration.</i></li> <li>3. Enter the <b>User/New Account Information</b> and click the <b>Continue</b> button.</li> <li>4. <b>Review</b> the information you have entered and click the <b>Submit</b> button.</li> <li>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.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Enter your organization's <b>Tax ID</b> number, (the <b>Tax ID</b> number of <b>YOUR</b> billing organization, <u>not</u> the provider's Tax ID number) (without dashes) and click <b>Search</b>.</li> <li>2. Complete the registration process by entering your <b>Organization information</b> and <b>demographic information</b>. Click <b>Continue</b>.</li> <li>3. <b>Review</b> the information you have entered then click <b>Submit</b>.</li> <li>4. The confirmation page displays. Click <b>OK</b>. You will be taken to Link where you can request access a provider's Tax ID.</li> </ol> <p style="color: #003366; margin-bottom: 0;"><b>Request access to a provider's Tax ID</b></p> <ol style="list-style-type: none"> <li>1. <b>Sign In</b> to <a href="http://UHCprovider.com">UHCprovider.com</a>. From Link click the <b>User ID &amp; Password Management</b> application</li> <li>2. Select <b>Multi-TIN Access</b> from the left menu.               <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 2px; display: inline-block; margin-top: 5px;">Multi-TIN Access</div> </li> </ol>

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 <b>Title</b> from the drop-down boxes and an <b>Employer</b>.</p> <p>7. Enter your <b>Business Email, Address, City, State</b> and <b>Zip Code</b>.</p> <p>8. Enter your <b>Business Phone Number</b></p> <p>9. Click the <b>Save</b> button. You will be taken to Link where you can access the available applications.</p> <p>10. If you wish to use functions on <b>UnitedHealthcareOnline.com</b> click the <b>UnitedHealthcare Online</b> application.</p> <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> To access multiple tax IDs, complete this process for one Tax ID, then go to <b>User ID &amp; Password Management &gt; Multi-TIN Access</b> to tie multiple Tax IDs to one login.</p> </div>	<p style="color: #e67e22;"><b>Administrator adds new user</b></p> <ol style="list-style-type: none"> <li>1. <b>Sign In</b> to <a href="http://UHCprovider.com">UHCprovider.com</a>.</li> <li>2. From Link click the <b>User ID &amp; Password Management</b> application.</li> <li>3. Click the <b>Users</b> link from the left navigation menu.</li> </ol> <div style="text-align: center; margin: 10px 0;"> <div style="background-color: #95a5a6; padding: 2px 10px; border: 1px solid #34495e; display: inline-block;">Users</div>  <div style="background-color: #2c3e50; color: white; padding: 2px 10px; border: 1px solid #34495e; display: inline-block;">ADD USER</div> </div> <ol style="list-style-type: none"> <li>4. Click the <b>Add User</b> button.</li> <li>5. Complete the <b>Add New User</b> form. <ul style="list-style-type: none"> <li>• Enter the user demographic information.</li> <li>• Select the <b>User Account Type</b> of Standard or Administrative. (The Administrative role has the ability to manage users, roles and access profiles.)</li> <li>• Select an existing or add a new <b>Functional Role</b>.</li> <li>• Select an existing or add a new <b>Access Profile</b>.</li> <li>• Enter a suggested <b>Optum ID</b>. For Optum ID requirements, click on the question mark (“?”) icon.</li> <li>• Select the <b>Save</b> button and click <b>Yes</b> to save your changes as prompted.</li> </ul> </li> <li>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.</li> </ol>	<ol style="list-style-type: none"> <li>3. Click <b>Request Access</b>. <div style="text-align: center; margin: 5px 0;"> <div style="background-color: #2c3e50; color: white; padding: 2px 10px; border: 1px solid #34495e; display: inline-block;">REQUEST ACCESS</div> </div> </li> <li>4. Enter the <b>Physician’s Tax ID</b> and <b>Zip Code</b> as well as a <b>Contact Name</b>. Repeat for each Tax ID you need access to. <div style="border: 1px solid #34495e; padding: 5px; margin: 10px 0;"> <div style="background-color: #2c3e50; color: white; padding: 2px 10px; border: 1px solid #34495e; display: inline-block;">Request Multi-TIN Access</div> <p style="font-size: small; margin-top: 5px;">* Indicates Required Field</p> <p>* Physician/Provider Tax ID: <input style="width: 100%;" type="text"/></p> <p>* Physician/Provider Zip Code: <input style="width: 100%;" type="text"/></p> <p>Contact First Name: <input style="width: 100%;" type="text"/></p> <p>Contact Last Name: <input style="width: 100%;" type="text"/></p> </div> </li> <li>5. A letter will be mailed to the Physician/Provider office. To approve your request the physician’s office can: <ul style="list-style-type: none"> <li>• Approve via Link</li> <li>• Call the help desk at 866-842-3278</li> <li>• Pass the security key referenced in the letter to you to complete the activation process.</li> </ul> </li> <li>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.</li> </ol> <p>Refer to the <b>Billing Company Quick Reference</b> located on <a href="http://UHCprovider.com">UHCprovider.com</a> &gt; <i>Resource Library</i> &gt; <i>Link Self-Service Tools</i> &gt; <i>User ID and Password Management</i> for additional information.</p>

**Reset or Change Optum ID or Password**  
Click **Sign in** at [UHCprovider.com](http://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.