Accessing Link- Self Registration

QUICK REFERENCE

Access UHCprovider.com to begin the self registration process for Link. We strongly encourage each individual in your organization to have their own Optum ID. Administrative type users can manage individual access, further define user permissions and protect the safety and security of your organization’s information by using the Link Security tool located on the Link dashboard. The tool is available for Password Owners and ID administrators only.

**Step 1: Create your Optum ID**

Note: If you already have an existing Optum ID, please skip to Step 2 and connect it to your organization.

a) From UHCprovider.com, select New User
b) Click Create an Optum ID, then choose Create an Optum ID
c) Enter your Name and Email Address, then create an Optum ID and Password
d) Follow the prompts for creating security questions, Terms of Use and Website Privacy Policy
e) From your confirmation email, click Activate my Optum ID.
f) You may be asked to sign in again and agree to share your Optum ID with the dashboard.

**Step 2: Connect your Optum ID to your organization**

Note: The Password Owner will manage users and have full access to all functions of the website, including managing Paperless Delivery Options and requesting/approving Multi-TIN access. There can only be one Password Owner for each organization.

Answer: Are you a Password Owner and did you receive a letter, via U.S. mail, that included a security code?

a. Answer NO if you are a new user or new Password Owner and did not receive a security code letter in the mail. → Select the appropriate path from the chart below.

b. Answer YES only if you are a new Password Owner AND have received a registration letter with a security code in the mail.

If you answered NO above, follow one of two paths below to continue. Not sure which path to follow? Enter your Tax ID and click search in step 1. below.

If your organization is already registered, once you enter your Tax ID, you will be prompted to select an administrator to approve your access.

If your organization is not using Link, once the Tax ID is entered, you will be prompted to complete your registration and you will automatically become the Password Owner.

Note: If you are a revenue cycle management company (RCM) and would like access, you would continue here by entering the Tax ID number of YOUR RCM, not the provider’s Tax ID number. Go to the Accessing Link as a Revenue Cycle Management Company Quick Reference Guide for full instructions on requesting access to your provider’s Tax ID using Multi-TIN Access.
<table>
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<tr>
<th>Your organization is registered and you would like to become a new individual user (User Self Registration)</th>
<th>Your organization is not using Link and would like access</th>
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| 1. Enter your organization’s **Tax ID** number (without dashes) and click **Search**.  
2. Select an **Administrator** and click the **Continue** button. This person will be responsible for approving and completing your registration.  
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. | 1. Enter your organization’s **Tax ID** number (without dashes) and click **Search**.  
2. Enter your **Business Phone Number**. (This makes you the password owner and gives you the ability to add and edit users.)  
3. Select a mailing address to have a Security Code mailed to you or choose **None of the above** for further instructions.  
Once the letter is received, the Password Owner will respond YES to the question above. Instructions on how to complete registration follow below. |

**Step 3: Access Approved by Password Owner & ID Administrator:**

| **Note:** Each organization has designated individuals to verify your access. They determine what access you should be granted. |
| **Note:** Response would now be **YES**: I am a Password Owner and I have received a registration letter, via U.S. mail, that includes a Security Code |

**Need help accessing certain applications on Link?** If you are unable to access specific Link Self-Service applications using your Tax ID connected Optum ID login, please contact your organization’s practice administrator – they are the only ones able to manage and make changes to account access.

**Administrator adds a new user**

There is an option for an administrator to add new users. This can be done in Link Security. Please refer to the Link Security: **Administrators - Add New User(s) Quick Reference Guide.** Link Security is only available to Password Owners and ID Administrators.

**Note:** Your Password Owner or ID Administrator will determine what access you should be granted in Link Security when they designate your functional role and access profile. **You will get a confirmation email when your access is fully approved.**

**Reset or Change Optum ID or Password**

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

**Link Security: Multi-TIN Access quick reference**

1. Enter your 12 character security code from the letter you received and the Tax ID you entered when you began the registration process. Click **Enter**.  
2. Select a Department from the drop-down box. (If Other is selected, enter the department name in the space provided.)  
3. Select a **Title** from the drop-down boxes and an **Employer**.  
4. Enter your **Business Email, Address, City, State and Zip Code**.  
5. Enter your **Business Phone Number**  
6. Click the **Save** button.  
7. Review and **Agree** to the Site Use Agreement.  
8. You will be taken to Link where you can access the available applications. As the Password Owner, you will be able to access Link Security to manage access and profiles for your entire organization.  

**Note:** To access multiple tax IDs, complete this process for one Tax ID, then go to Link Security > Multi-TIN Access to tie multiple Tax IDs to one login.