

Access [UHCprovider.com](https://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.**

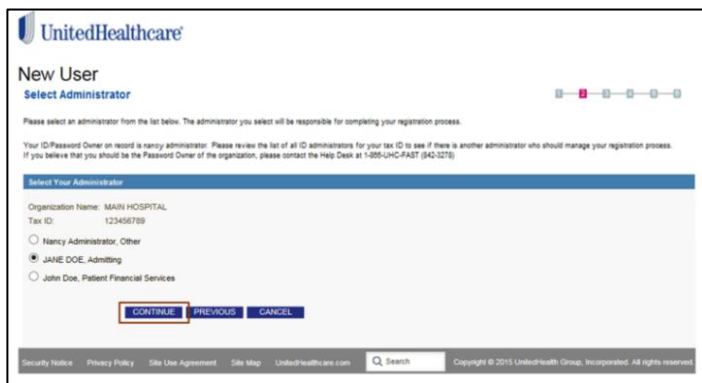
Select the account type you applying for. Choose Healthcare Provider, Revenue Cycle Management / Billing Company or Business Vendor. Hover over each selection for a full description.

**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.

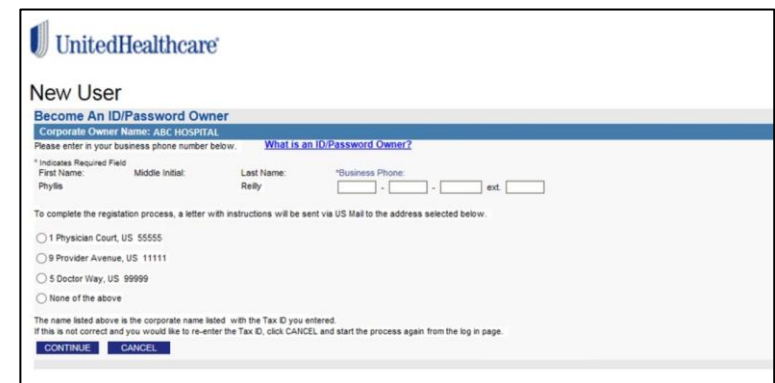


The screenshot shows the 'New User' registration page with the 'Select Administrator' step. It displays the organization name 'MAIN HOSPITAL' and Tax ID '123456789'. There are three radio button options for selecting an administrator: 'Nancy Administrator, Other', 'JANE DOE, Admitting' (which is selected), and 'John Doe, Patient Financial Services'. A 'CONTINUE' button is highlighted with a red box.

← Organization using Link

OR

Organization not using Link →



The screenshot shows the 'New User' registration page with the 'Become An ID/Password Owner' step. It displays the corporate owner name 'ABC HOSPITAL' and prompts for a business phone number. There are fields for First Name, Middle Initial, Last Name, and Business Phone (with sub-fields for Prefix, Realty, and ext.). Below are radio button options for address selection: '1 Physician Court, US 55555', '9 Provider Avenue, US 11111', '5 Doctor Way, US 99999', and 'None of the above'. A 'CONTINUE' button is highlighted with a red box.

**Note:** If you are a business vendor or revenue cycle management company (RCM) and would like access, you would continue here by entering the Tax ID number of **your organization**, 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.

Your organization <u>is</u> registered and you would like to become a new individual user (User Self-Registration)	Your organization is <u>not</u> using Link 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. Select an <b>Administrator</b> and click the <b>Continue</b> button. This person will be responsible for approving and completing your registration.</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 (without dashes) and click <b>Search</b>.</li> <li>2. Enter your <b>Business Phone Number</b>. (This makes you the password owner and gives you the ability to add and edit users.)</li> <li>3. Select a mailing address to have a Security Code mailed to you or choose <b>None of the above</b> for further instructions.</li> <li>4. Once the letter is received, the Password Owner will respond YES to the question above. Instructions on how to complete registration follow below .</li> </ol> |
|--|---|

**Step 3: Access Approved by Password Owner & ID Administrator: Your organization is not using Link and would like access (continued)**

**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 reigstration 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.



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 tools. As the Password Owner, you will be able to access Link Security to manage access and profiles for your entire organization.

**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.**

**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. Go to [Link Security Resource Page](#) for the [Multi-TIN Access quick reference](#).