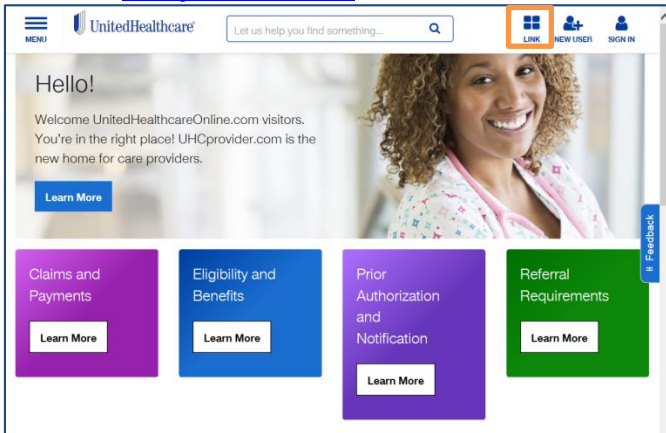


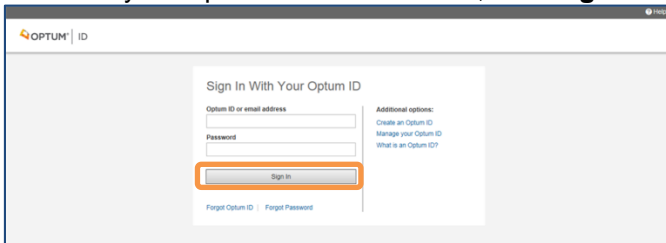
The Users function allows administrators to set-up new users, assign users with access to specific provider tax IDs or all tax IDs (via Access Profiles), and assign access to specific features/transactions on the web site (via Roles). You can also manage your user's demographic information.

Get Started

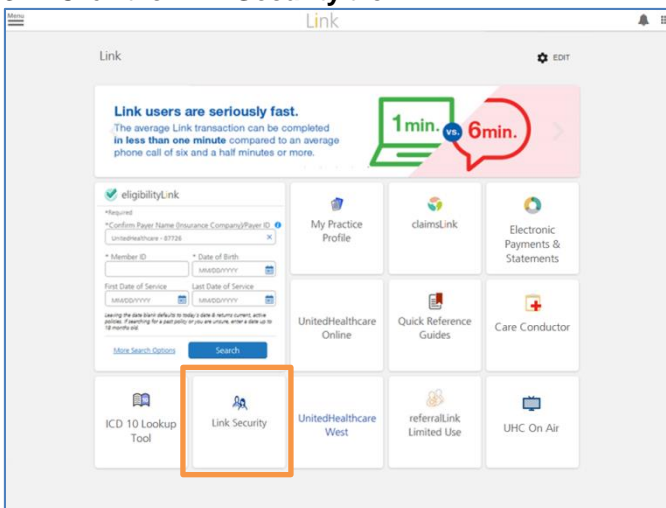
1. From UHCprovider.com, click **Link**



2. Enter your Optum ID and Password, then **Sign In**



3. Click the **Link Security** tile



NOTE: This app is only available to Password Owners and ID Administrators.

Manage Users

1. Select the **All Users**, **My Users**, **Active Users**, **Pending Users** or **Deactivated Users** tabs to manage users.
2. Sort the list of users by any of the column headings- Optum ID, UnitedHealthcareOnline.com User ID, First Name, Last Name, Employer, etc.

Users Help Print Friendly Version

All Users	My Users	Active Users	Pending Users	Disabled Users					
Select All	Import Multiple Users	Export User List	Search Users: <input type="text"/>	by <input type="text" value="Last Name"/> <input type="button" value="GO"/>					
Optum ID	UnitedHealthcare Online User ID	First Name	Last Name	Role	Profile	Admin	Created	Modified	Status
<input type="checkbox"/>	user1	user1John	John Smith	Billing Supervisor	Physician Group	Reilly, Phyllis	07/31/2006	08/08/2006	Active
<input type="checkbox"/>	user2	user2James	James Johnson	Front Desk Supervisor	Physician Group	Reilly, Phyllis	08/02/2006	08/02/2006	Pending
<input type="checkbox"/>	Not registered or approved	user3Mary	Mary Bush	Accounts Receivable	All Tax IDs	Reilly, Phyllis	07/28/2006	07/31/2006	Pending
<input type="checkbox"/>	user4	user4Don	Don Young	Intake Coordinator	Surgery	Reilly, Phyllis	07/25/2006	07/28/2006	Active
<input type="checkbox"/>	user5	user5Kim	Kim Kern	Intake Coordinator	Physician Group	Reilly, Phyllis	07/25/2006	07/28/2006	Deactivated
<input type="checkbox"/>	user6	user6Adam	Adam Smith	Billing Supervisor	All Tax IDs	Reilly, Phyllis	06/30/2006	08/03/2006	Active
<input type="checkbox"/>	user7	user7Jen	Jen Como	Front Desk	Physician	Reilly, Phyllis	07/19/2006	08/02/2006	Active

Add Single User

1. Select the **Add User** button.
2. Complete the User contact information and select an Administrator from the drop down menu.

Add New User

* Indicates a Mandatory Field

*First Name:

Middle Initial:

*Last Name:

*Primary Administrator:

*Organization Type:

3. Select a User Account Type – either Standard or Administrator (**Note:** Only Password Owners can create and approve ID Administrators)
4. Select/Create a Role (see Roles function Quick Reference- Add a Role). Select/Create an Access Profile (see Access Profiles function Quick Reference- Add a Profile).
5. Enter a suggested Optum ID for the User.
6. Click the **Save** button to complete the Add User process, or **Cancel** to start over.
7. An email notification will be sent to the user you added.

NOTE: Add your administrators prior to adding standard users for the administrators to appear in the drop down menu.

Add Multiple Users

1. Select the **Import Multiple Users** link.

[Select All](#) [Import Multiple Users](#) [Export User List](#)

2. Follow the on-screen instructions for downloading, populating and importing the template.

Import File:

[Import File Format Rules](#)

1. Download the template file to your computer.
2. Enter the users data into the spreadsheet, following the Import File Format Rules.
3. Save the file as type .csv (comma delimited) to your computer.
4. Use the BROWSE button to find and attach the file.
5. Select the SUBMIT button to import the list.

New User CSV Template
Microsoft Office Excel Comma ...
1 KB

DOWNLOAD FILE

Please select the file that you would like to import:

Browse...

After selecting your file, click SUBMIT to start file import.

SUBMIT CANCEL

NOTE: Do not modify the template file (adding or deleting rows, columns, etc). Doing so will cause the import to fail.

View User

1. Select the checkbox next to the user you wish to view.
2. Select the **View User** button.

VIEW USER

Edit Single User

1. Select the checkbox next to the user you wish to edit.
2. Select the **Edit/Approve User** button.
3. Edit the **contact information, Functional Role, or Access Profile.**
4. Select the Save button to complete the edit, or Cancel to start over.

EDIT/APPROVE USER

Edit Multiple Users

1. Select the checkbox next to the users you wish to edit or use the **Select All** link.
2. Select the **Edit Multiple Users** button.
3. Edit the **Address, Primary Administrator and Department** for multiple users at one time.
4. Select the Save button to complete the edit, or Cancel to start over.

Edit User Details:

* Indicates a Mandatory Field

*First Name:

Middle Initial:

*Last Name:

*Primary Administrator:

*Organization Type:

*Employer:

Re-Activate a User

1. Select the checkbox next to the user you wish to re-activate (User must be in deactivated status).
2. Select the **Reactivate User** button.
3. View existing information about the user.
4. Enter and confirm a New Password (not available for users who only have an Optum ID).
5. Select the **Re-Activate User** button to complete the request, or Cancel to start over.
6. An email will be sent to the user advising that their User ID has been re-activated.

Deactivate a User

1. Select the checkbox next to the user you wish to deactivate.
2. View existing information about the user.
3. Select the **Deactivate User** button to complete the request, or Cancel to start over.

Export User List

1. Select the **Export User List** link.
2. Select a **File Download** option (Open, Save, Cancel, More Info).
3. A complete file of all users including Active, Pending and Deactivated will export to Excel.

Export User List

Search User

1. Search users using **Last Name, First Name, Optum ID or UnitedHealthcareOnline.com User ID.**

Search Users: by

Additional **Help Resources** are available at the **Link Resource Library** and **UHC on Air**

Link

Link users are seriously fast.
The average Link transaction can be completed in less than one minute compared to an average phone call of six and a half minutes or more.

1 min. vs. 6 min.

eligibilityLink

*Required
*Confirm Patient Name (Insurance Company/Patient ID)
UnitedHealthcare - 07726

*Member ID *Date of Birth
XXXXXXXXXX MM/DD/YYYY

*First Date of Service *Last Date of Service
MM/DD/YYYY MM/DD/YYYY

If a date range is not entered, current date will be used.

Search

More Search Options

UnitedHealthcare Online

claimsLink

Electronic Payments & Statements

Prior Authorization and Notification

Link Resource Library

UHC On Air

UnitedHealthcare Eligibility & Benefits

UHCprovider.com Policies, News Guides & More

UnitedHealthcare Claims Management

referralLink Limited Use

Care Conductor