

# Checklist for paperless delivery

Below is a list of key steps that need to be taken to make sure you and your organization are ready to access letters through Document Vault.

- **Step One:** Make sure your organization is registered for Link. If your organization is not yet registered, visit our **Link New User Registration Guide** to get started. This guide includes information on registration and access, understanding roles and multiple TIN access.

As part of the secure registration process, your organization will receive a security code via U.S. mail at the address on file to complete the process. This can take up to 5-7 business days to process.

- **Step Two:** Confirm users for your organization have viewing rights to letters in Document Vault that are applicable to your role (for example, payment letters (PRAs) or claim acknowledgment letters are tied to claims access).
- **Step Three:** Make sure all users access Link at least every 90 days to keep your account active. Your Link Primary Administrator can reactivate your account using the Link security tool, if necessary.



## Access our Going Paperless Made Simple Guide to learn more about:

- Using Document Vault
- Roles and access
- Finding letters
- Best practices

## Tips and resources



For best results, use Google Chrome for your internet browser.



Your organization's Password Owner is the primary administrator that manages UnitedHealthcare self-service access for your entire organization.

If you don't know who your Link Password Owner is, access our **Identify the Password Owner** quick reference guide. It's important to make sure their email address is up-to-date.



If your password owner is no longer with your organization, but still showing active, you can contact the Help Desk for assistance with deactivating the account and registering a new Password Owner.

If you need technical help to access Link, please email **ProviderTechSupport@uhc.com**. Or call our Help Desk at 866-842-3278, option 1. Representatives are available Monday – Friday, 7 a.m. – 9 p.m. Central Time.