

Video-Access-Link-via-UHCpro

ON SCREEN TEXT: Link:
 Registration and Access
 UnitedHealthcare

MAN: Welcome to this tutorial on how to register for and access Link. We will show you how to register for an Optum ID or sign in with an existing Optum ID and connect it to your tax ID number.

The main page for Link displays. A nurse smiles.

MAN: Once you have done this, you will have access to the Link apps to complete secure transactions such as checking patient eligibility and benefits, checking claim status, submitting prior authorizations and notifications, and more. To get started, from uhcprovider.com, you would click "new user" at the top right.

The new user registration page displays.

MAN: If you already have an Optum ID, but need to connect it to a tax ID number, click "sign in with your Optum ID." You've already completed what is covered in the first part of this tutorial. We'll take you through linking your Optum ID to your tax ID number in the second part. If you are truly new and don't have an Optum ID, click "register." We'll cover both steps of the registration process now.

A new page displays, reading "Sign In With Your Optum ID." Two forms appear beneath this.

MAN: You would select "Create an Optum ID" at the right. This is the Optum ID registration portion. You would enter your first name and last name here. Then enter your email and create an Optum ID and password.

Orange boxes highlight the sections of the page discussed.

MAN: Scrolling down after re-entering your password, answer three security questions. Then click on the Terms of Use and Privacy Policy to review them and then click "I agree."

Small windows pop up displaying small legal text.

MAN: An email will be sent to the address you have entered. From that email, click "Confirm Email Address." Congratulations! You have completed the Optum ID portion of the registration process.

A page that reads "Confirmation Letter" displays. Small text appears with a link reading "Confirm Email Address."

MAN: Click "continue." Step two is linking your Optum ID to your tax ID number. If you have received a registration letter as a new password owner, please refer to the instructions in that letter. Otherwise, select "no." Enter your tax ID number and click "search." If your tax ID number is already registered for these online tools, you will choose an administrator and click continue. That administrator will need to approve your registration.

A registration page appears with many forms.

MAN: Complete the required fields here, including your business email, address, and business phone number, then click "continue." Review the information you have entered and, if correct, click "submit." You will soon have access to these online tools, once the administrator you chose completes your request. If, however, when you enter your tax ID number and click "search," the system finds no one else from that tax ID number registered, you will become the password owner for it, and manage others' access. If you can provide a physician's date of birth or a paid claim number, you can get immediate access to our website. If you cannot provide either, a letter will be mailed to you with further instructions. Click "continue" once you have completed this screen.

The "Site Use Agreement" form displays. Small legal text appears.

MAN: You will review and accept the Site Use Agreement. Then complete the required fields here, and click "save." You are ready to start using the online tools.

We return to the main page.

MAN: Once you have your Optum ID and password, to access the online tools, from uhcprovider.com, click "Link" at the top. Note that selecting "sign in" may allow you access to additional content on uhcprovider.com, but you will still need to click "Link" to get to the Link dashboard.

The sign-in page displays again.

MAN: Enter your Optum ID and password and click "sign in." This is the Link home page, where a variety of apps are available. For more information on the features, click the Quick Reference Guides tile or UHC On Air to explore our help resources.

The "Link" portal displays white boxes of text. The top reads, "Link users are seriously fast," next to drawings of a laptop and speech bubble: "1 min. vs. 6 min."

MAN: Thank you. This concludes the tutorial.

Small legal text displays below.

ON SCREEN TEXT: UnitedHealthcare
 Thank you