

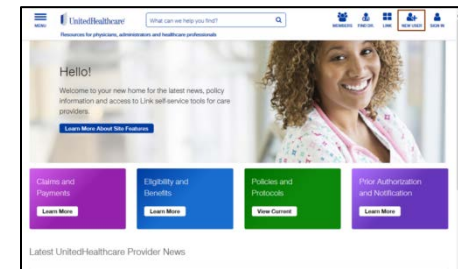
This allows a revenue cycle management company to register for their own Optum ID to access Link and then request access to all of the Tax ID numbers (TINs) on whose behalf they work.

Access [UHCprovider.com](http://UHCprovider.com) to begin the registration process for Link. Administrative type users can manage individual access, further define user permissions and protect the safety and security of your information by using the **Link Security** tool located on Link. (Available to Password Owners and ID Administrators only). We strongly encourage each individual in your organization to have their own Optum ID.

### 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) Go to [UHCprovider.com](http://UHCprovider.com)
- b) Select **New User**, located at the top right
- c) Click **Create an Optum ID**, then choose **Create an Optum ID**
- d) Enter your **Name** and **Email Address**, then create an **Optum ID** and **Password**
- e) Answer three security questions
- f) Review the **Terms of Use** and **Website Privacy Policy** by clicking on those hyperlinks
- g) Click **I Agree**
- h) From your confirmation email, click **Confirm your email address** then click **Continue**



### 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 the ability to request/approve Multi-TIN access. There can only be one Password Owner for each organization.

1. You will see a screen asking if you are a Password Owner and do you have a letter with a security code? Answer **NO**.
2. Enter the **Tax ID** number of **YOUR** billing organization, not the provider's Tax ID number, without dashes and click **Search**.
3. Complete the registration process by entering your **organization** and **demographic information**. Click **Continue**.
4. **Review** the information you have entered then click **Submit**.
5. The confirmation page displays. Click **OK**. You will be taken to Link where you can request access to a provider's Tax ID.

**Note:** The **Password Owner** will not be able to utilize self-service tools on Link or set up additional users until access to a provider Tax ID has been **granted** (see below for instructions).

### Step 3: Request access to a provider's Tax ID

1. From the Link dashboard select the **Link Security** tile.
2. Select **Multi-TIN Access** from the left menu.
3. Click Request Access.

Multi-TIN Access

REQUEST ACCESS

#### Step 3: Request access to a provider's Tax ID (continued)

4. Enter the **Physician's Tax ID** and **Zip Code** as well as a **Contact Name** (should be someone who manages access to the Tax ID and who can grant approval of the access request). Repeat for each Tax Identification Number you need to access and tie together.

Request Multi-TIN Access	
* Indicates Required Field	
* Physician/Provider Tax ID:	<input type="text"/>
* Physician/Provider Zip Code:	<input type="text"/>
Contact First Name:	<input type="text"/>
Contact Last Name:	<input type="text"/>

5. Click the **Submit** button to complete the request or **Cancel** to start over.

6. A USPS letter will be mailed to the contact specified at the Physician/Provider office. To approve your request the physician's office can:

- a. Approve the request online in the **Link Security** tool
- b. Call the UnitedHealthcare Connectivity Helpdesk at 1-866-842-3278 and advise the call advocate that they want to approve Multi-TIN access
- c. Pass the security key referenced in the letter to you to complete the activation process.
  - i. Signs in to Link via UHCprovider.com, click on **Link Security**, select **Multi-TIN Access**, then select the **Request Multi-TIN Access** tab.
  - ii. Select **Enter Security Key** button and enter the 10 digit Security Key and click **Submit**.

7. You will receive an email notifying you that access has been approved or denied. Until then, the message, "You do not have the correct access rights to view the selected page" will display when you try to access any other secure feature of Link.

**Note:** To learn more about the free UnitedHealthcare Revenue Cycle Management Program visit the RCM webpage at [UHCprovider.com/rcm](https://UHCprovider.com/rcm) or explore the [RCM Interactive Guide](#).

#### Reset or Change Optum ID or Password

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