



Password Owners and ID Administrators: Managing Access to My Practice Profile on Link

Link Password Owners and ID Administrators set up and maintain co-workers' access to our care provider websites, Link and UHCprovider.com. We recommend periodically reviewing your organization's user access to ensure that the settings remain appropriate. Please use the information in this document to confirm that the right people have access to review and update* your organization's care provider demographic information using the My Practice Profile app.

My Practice Profile User Roles

Password Owners, ID Administrators and other authorized users can use the My Practice Profile app on Link to verify that the demographic information we have for your practice is complete, current and accurate. They can review and update* care provider demographic information including office addresses, hours and locations, phone and fax numbers, email and web addresses, languages spoken, ages and genders served, and much more.

Any users with a role of "All Transactions" or "Administration – Pre-defined IA" have access to view and update demographic information on behalf of your practice. Additionally, these users will receive email reminders about completing attestation to the accuracy of your practice's demographic data every 90 days.

How to Update User Roles

To view and make changes to user roles, sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com. Then, select the **Link Security** app.

- **To view all available role types:** Click Roles in the left navigation bar, select a role from the list and click on View Role. The screen will display all the transactions that are included in that role. There are several predefined role types that don't have access to view or update demographic information. If none of these roles fit your users, you can create a custom role.
- **To create a custom role:** Select Roles on the left navigation and then click on Add Role. Check the boxes next to the transactions you wish to include. You can create multiple roles if needed.
- **To review your user's assigned roles:** Click the Users link on the left navigation and then the Active Users tab for a listing of all your active users with their department, role and profile.
- **To update a role:** Choose the Users link on the left navigation and then select a user's checkbox. Click on Edit/Approve User and then use the Functional Role dropdown box to select a new predefined or custom role for the user. You can also use the Access Profile dropdown box to control access to your organization's tax ID numbers (TINs).

My Practice Profile Isn't Available for Hospitals and Facilities

My Practice Profile is currently only available to individual care providers and practices. We are working to make it available to hospitals and other facilities in the future. If you are a Password Owner or ID Administrator for a facility, you should still periodically review your organization's user access.

Questions?

To learn more, please view the [Roles Quick Reference Guide](#) or call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, 7 a.m. – 9 p.m. Central Time, Monday through Friday.