

This process allows a revenue cycle management /billing company or business vendor to register for their own One Healthcare ID to access the UnitedHealthcare Provider Portal (replacing Link) and then request access to all the Tax ID numbers (TINs) on whose behalf they work.

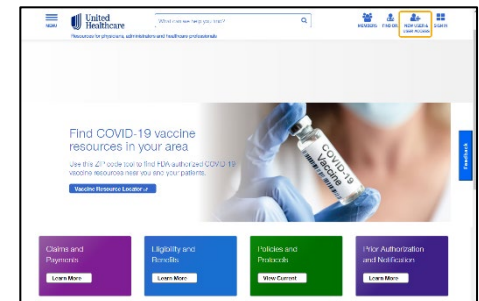
Access UHCprovider.com to begin the registration process for the secure portal. Administrative type users can manage individual access, further define user permissions, and protect the safety and security of your information by using Link Security located on the dashboard, (Available to Password Owners and ID Administrators only).

We strongly encourage everyone in your organization to have their own One Healthcare ID (formerly Optum ID).

Step 1: Create your One Healthcare ID

Note: If you already have an existing One Healthcare ID, please skip to Step 2 and connect it to your organization

- a) Go to UHCprovider.com
- b) Select New User, located at the top right
- c) Click Create a One Healthcare ID, then choose Create One Healthcare ID
- d) Enter your Name and Email Address, then create a One Healthcare 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 One Healthcare 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. Select the type of registration you are requesting. Hover over the choices to determine if you should select Revenue Cycle Management/ Billing Company or Business Vendor.
2. You will see a screen asking if you are a Password Owner and do you have a letter with a security code? Answer NO.
3. Enter the Tax ID number of YOUR billing vendor organization, not the provider's Tax ID number, without dashes and click Search.
4. Complete the registration process by entering your organization and demographic information. Click Continue.
5. Review the information you have entered then click Submit.
6. The confirmation page displays. Click OK. You will be taken to a dashboard where you can request access to a provider's Tax ID.

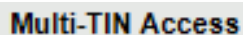
Note: The Password Owner will not be able to utilize digital capabilities on the secure portal or set up additional users until access to a provider Tax ID has been granted (see instructions below for requesting Multi-TIN Access individually or by bulk upload).

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

1. From the dashboard select Link Security.
2. Select Multi-TIN Access from the left menu.

[Requesting Access to a TIN](#)

3. Click 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 Link Security
- b. Call UnitedHealthcare Web Support 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 the portal via UHCprovider.com, click 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 the portal.

[Requesting Multi-TIN Access – Import Multiple TINs](#)

1. Click Import Multiple TINs.
2. Follow instructions to import a file. The spreadsheet will request tax ID numbers, Physician Zip Code, Contact first and last name.
3. Once the file has been uploaded, you will get notification that the file has been received. It will be processed within 24 hours and you will get an email after it has completed.
 - a. If any errors are detected, the email will offer specific information to correct the error for that entry.
 - b. The Password Owner(s) of the Tax IDs you have submitted must approve the access you have requested.