

Multi-TIN access allows the Password Owner of a provider, business vendor or revenue cycle management company (RCM) to request access to Tax IDs and tie them together, allowing for the creation of One Healthcare IDs (formerly Optum ID) that can access multiple Tax IDs.

[Login to Link Security](#)

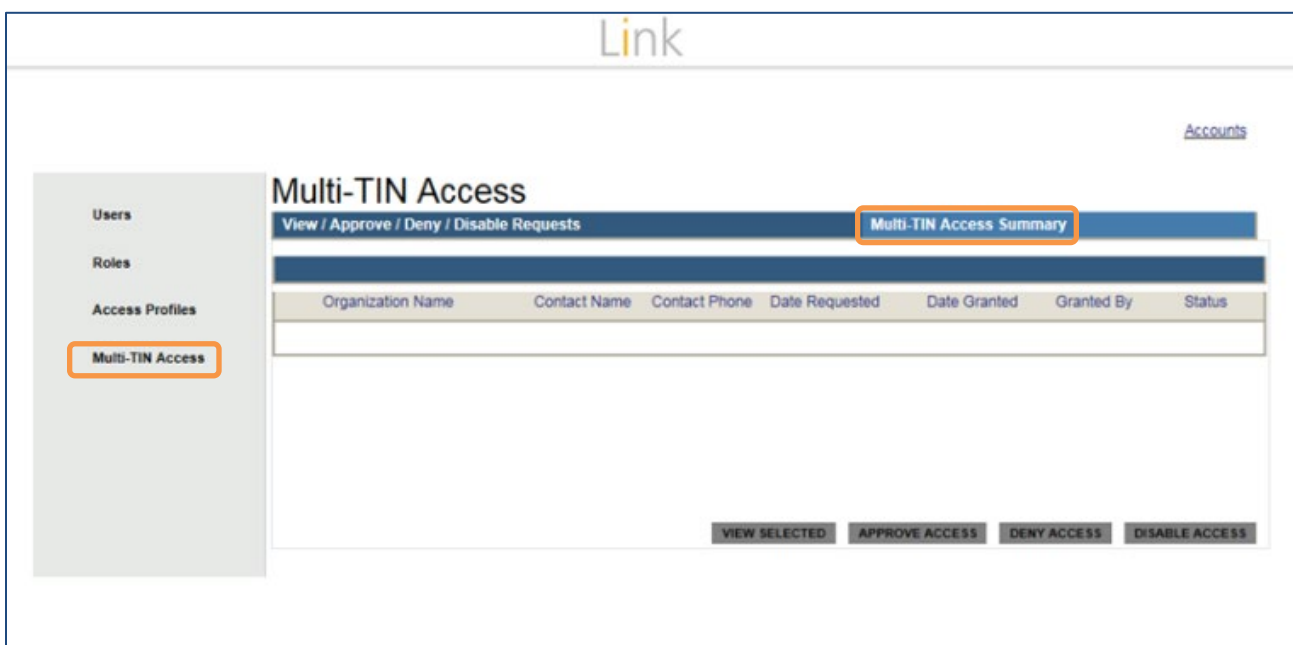
1. From UHCprovider.com, click Sign In.
2. Enter your One Healthcare ID and password, then Sign In.
3. Please take a few moments to read and accept the One Healthcare ID Terms of Use if you have not already done so.
4. From your dashboard, open Link Security. Only Password Owners and ID Administrators will have access to Link Security. Please take a moment to review and accept the User Management Terms of Use Agreement if you have not already done so.



NOTE: Multi-TIN access can only be requested by Password Owners, though other features of this tool are also available to ID Administrators.

[Multi-TIN Access](#)

1. Select Multi-TIN Access from the left menu bar
2. Then choose Multi-TIN Access Summary

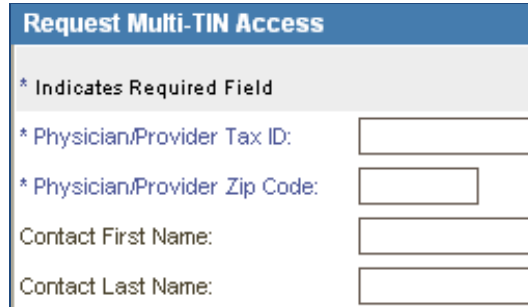


[Requesting Access to a TIN](#)

1. Click the Request Access button at the bottom

REQUEST ACCESS

2. Enter the Provider's Tax ID, Zip Code and 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 or use the Import Multiple TINs feature instead.



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"/>

3. Click the Submit button to complete the request or Cancel to start over.
4. A USPS letter will be mailed to the contact specified. The provider can approve the request online, call UnitedHealthcare Web Support or pass the information along to the requestor to complete the activation process.
5. An email will be sent to the requestor to let them know their access has been approved or denied.

NOTE: An RCM Password Owner will not be able to utilize digital solutions on the UnitedHealthcare Provider Portal or set up additional users until the requested access to a Tax ID has been granted.

[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.

Requesting Multi-TIN Access – Import Multiple TINs (continued)

Multi-TIN Import

Import File:

1. Download the template file to your computer.
2. Enter the TIN data into the spreadsheet.
3. Save the file as type .xlsx to your computer.
4. Select and attach the file.
5. Select the SUBMIT button to import the list.

New Multi-TIN Excel Template.xlsx
Microsoft Excel Workbook (.xlsx) - 7 KB

[DOWNLOAD FILE](#)

Please select the file that you would like to import:

[Choose File](#) No file chosen

After selecting your file, click SUBMIT to start file import.

[SUBMIT](#) [CANCEL](#)

View Status of Multi-TIN Access Request

1. Within the Multi-TIN Access Summary tab, Select View Access to see the status of requests.

Multi-TIN Access

Request Multi-TIN Access

Import Multiple TINs

Organization Name	Contact Name	Contact Phone	Date Requested	Date Granted	Granted By	Status
<input type="radio"/> ABC ORG	Brown	(423)545-4234	07/28/2020			Pending

[ENTER SECURITY KEY](#) [REQUEST ACCESS](#) [VIEW ACCESS](#)

2. Once access to a TIN has been approved, the TIN can be added to a user's Access Profile.

[Approve Multi-TIN Access](#)

Grantor Organization (Provider) registered for portal > Link Security to Approve Access

1. Select the View/Approve/Deny/Disable Requests tab.

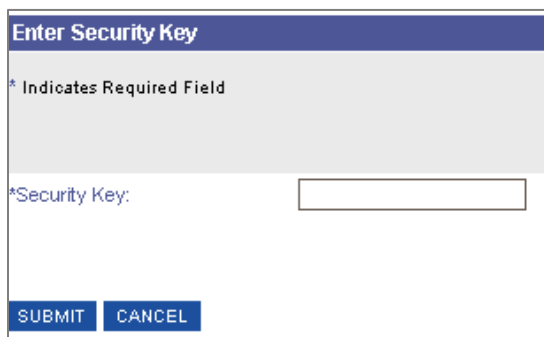
View / Approve / Deny / Disable Requests

2. Click the radio button next to the organization you wish to approve access for.
3. Select the Approve Access button.
4. Review the information on the Approve form.
5. Click the Submit button to complete the request or Cancel to start over.
6. An email will be sent to the requestor notifying the request has been approved.

[Approve Multi-TIN Access \(continued\)](#)

Grantor Organization (Provider) delegates Approve Access capability to Requestor Organization

1. Grantor organization (provider) gives the requestor organization the Security Key received via US Mail.
2. Requestor organization signs in to the portal via UHCprovider.com, clicks on Link Security, selects Multi-TIN Access, then selects the Request Multi-TIN Access tab.
3. Requestor organization selects Enter Security Key button and enters the 10 digit Security Key and clicks Submit.



Enter Security Key

* Indicates Required Field

*Security Key:

SUBMIT CANCEL

[Approve Multi-TIN Access by calling UnitedHealthcare Web Support](#)

1. Call UnitedHealthcare Web Support at 1-866-842-3278.
2. Advise the Help Desk you want to approve Multi-TIN access. You will need to provide them with your Tax ID and the name of the organization whose access you would like to approve.
3. An email will be sent to the requestor notifying them that you have approved their access request.

Deny Multi-TIN Access

Deny Multi-TIN Access Request using Link > Link Security

1. Select the View/Approve/Deny/Disable Requests tab.
2. Click the radio button next to the organization you wish to deny access for.
3. Select the Deny Access button.
4. Review the information on the Deny form.
5. Click the Submit button to complete the request or Cancel to start over.
6. An email will be sent to the requestor notifying the request has been denied.

Deny Multi-TIN Access Request by calling UnitedHealthcare Web Support

1. Call UnitedHealthcare Web Support at 1-866-842-3278.
2. Advise them you want to deny a request for Multi-TIN access. You will need to provide them with your Tax ID and the name of the organization whose request you would like to deny.
3. An email will be sent to the requestor notifying them that you have denied their request.

Disable/Revoke Multi-TIN Access

Disable/Revoke Access by using Link Security

1. Select the View/Approve/Deny/Disable Requests tab.
2. Select the organization whose access you wish to Disable and then select the Disable Access button.
3. Review the information on the Disable form.
4. Select the Disable Access and Terminate Immediately button or Disable Access with Run Off Period button. If you Select Disable Access with Run Off Period you will be asked to select a time period from 1 to 90 days in duration.
5. Select Continue from the pop-up screen and the organization's access will be terminated.
6. An email will be sent to the requestor notifying them that you have revoked their access.

Disable/Revoke Access by calling UnitedHealthcare Web Support

1. Call UnitedHealthcare Web Support at 1-866-842-3278.
2. Advise them you want to disable Multi-TIN access. You will need to provide them with your Tax ID and the name of the organization whose access you would like to disable. They will ask if you would like to disable access immediately or select a run off period.
3. An email will be sent to the requestor notifying them that you have revoked their access.

Find more resources on the [Link Security Resource Page](#) or learn more about self service at UHCprovider.com/portal