

Infinx Prior Authorization Software Provider Enrollment Instructions



Step 1:

Visit www.infinx.com/CHiStLukes to complete your BAA and Provider Enrollment form



Step 2:

Forget about Prior Authorizations!

Please follow these simple steps outlined below to enroll your practice:

- **Complete your BAA and Provider Enrollment Form**

Visit www.infinx.com/CHiStLukes to electronically complete your BAA and Provider Enrollment form. This will authorize Infinx to initiate prior authorizations on your behalf.

- **Create Benefit Manager Credentials for Infinx**

We will create benefit manager credentials on your behalf based upon the information provided in your Provider Enrollment form, and we will confirm once the Infinx accounts have been created.

For UnitedHealthcare, we will need you to complete Step 4 of their enrollment process:

Step 1: Create an Optum ID if user does not already have an account

Step 2: Email verification

Step 3: Connect TIN

Step 4: An authorized portal Admin user will need to approve access for all users requesting access to the OPTUM UHC portal. An email from [\[noreply@uhc.com\]](mailto:noreply@uhc.com) will be sent to the UHC portal Admin for approval.

From: NOREPLY@uhc.com <NOREPLY@uhc.com>

Sent: Thursday, June 18, 2020 9:59 AM

To: OPTUM ADMINS EMAIL ADDRESS

Subject: Action Required - Link Access Request

I

REQUESTORS has requested access to Link. To approve or deny this request, go to UHCprovider.com and click on Link at the top of the page. Then follow these steps:

NAME

1. Sign in with your Optum ID.
2. Click on the "Link Security" tile.
3. Click on "Users" on the left side of the page.
4. Select the "Pending Users" tab.
5. Select the user's name.

To **approve** the request, click on "Edit/Approve User" and complete the required fields, then click "Save". To **deny** the request, click on "Deactivate User" then click "Deactivate User" again on the bottom of the next screen.

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1. Or, call or email the requestor:

Requestors Name

Email

Title

Phone Number

To learn more about Link, register for a [webinar](#) or visit UHCprovider.com/Link. Thank you.

Should you have any questions regarding this process, email ProviderEnrollment@infinx.com.

- **Forget about Prior Authorizations!**

Once we have received your completed BAA and Provider Enrollment form, your enrollment will be complete.

A copy of your Provider Enrollment form will be emailed to the person who completed the form online.

Submit your orders as instructed by CHI St. Luke's Health, and no longer worry about obtaining prior authorizations!

Should you have any questions, please contact
ProviderEnrollment@infinx.com