

## Provider Express Secure Portal

**With 24/7 access to important member, provider and claim information, it's easy to complete administrative tasks quickly**

The *Provider Express* secure portal gives you access to Optum Behavioral Health patient- and practice-specific information that helps you review member eligibility and benefits, check prior authorization requirements and submit requests, get updates on claims, reconsiderations and appeals, and more. It is available to network clinicians and group practices.



### Step 1: Register for a One Healthcare ID

The secure portal is accessed from the provider website [Providerexpress.com](https://Providerexpress.com). You must register for a One Healthcare ID and password to access the secure portal. Select the "First-time User" link in the upper right-hand corner of the home page and follow the prompts. If you have questions, review this [overview of creating your ID](#).



### Step 2: Review what tasks you can complete using the secure portal

With access to the *Provider Express* secure portal, you can:

- Submit initial credentialing application and check status
- Check member eligibility, view benefit information and confirm authorization requirements
- Request prior authorization or complete notifications for higher levels of care
- Review authorization details
- Request claim adjustments and submit claim or clinical appeals
- Access provider payment statements
- Send secure messages to Optum using the Message Center
- Attest to and update provider and practice information:
  - Add NPI, taxonomy code(s) and Medicaid/Medicare numbers
  - Update contact information (email, phone) and other office information, including practice hours and accessibility
  - Update provider gender, ethnicity, languages spoken and areas of expertise
  - Manage address locations, including practice, remit, 1099 and credentialing
  - Change availability status for accepting new patients



### Learn to use the secure portal

The *Provider Express* [training page](#) has guided video tours that explain how to access and use many of the features on the secure portal



### Need Help?

Contact the Provider Express Support Center at 1-866-209-9320.