

Standard Optum ID Registration for Provider Express Users

Please note: Linking your Provider Express User Name to an Optum ID is by notification only. You will be sent a notice from Provider Express when your User Name has been designated for migration.

Getting Started

1. On the Provider Express login page, enter your User Name and Password:




2. If your User Name has been designated for migration, you will see the following screen:

here.'" data-bbox="116 521 869 611"/>

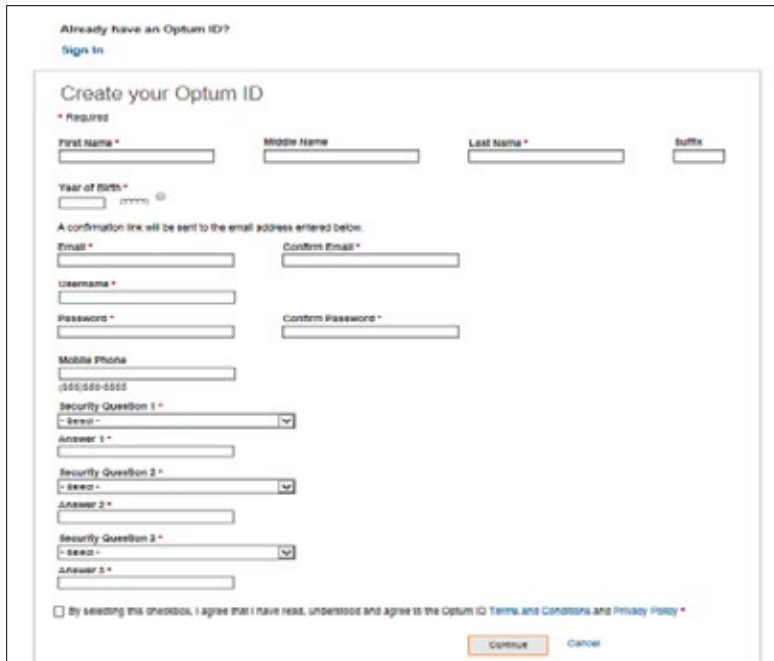
Please note: If your User Name has not been designated for migration, you will simply be logged in to Provider Express.

3. You will then be asked if you have an Optum ID:
 - a) If you do, click "Yes" and proceed with logging in.
 - b) If you do not have an Optum ID, or are not sure whether you do, then select "No".



Registration

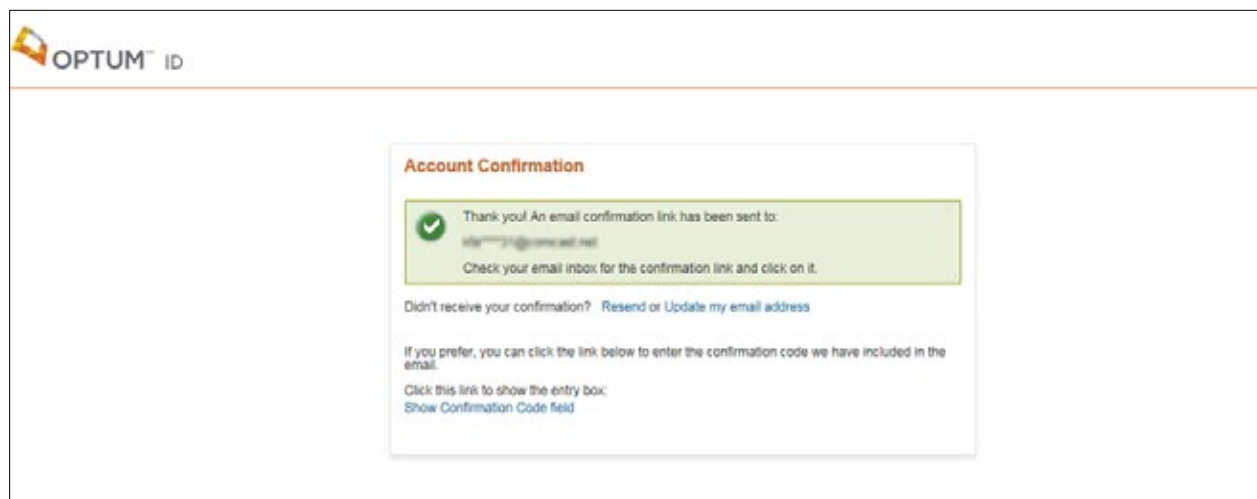
1. Complete the required information:
 - a. Required fields are marked with an asterisk (*)
 - b. Review the Optum ID [Terms and Conditions](#) and [Privacy Policy](#) , then place a check mark in the box to agree
 - c. Click the **Continue** button



Please note: The email address must be unique to your own account; otherwise you will receive a message stating: This email is already in use by another account. Please change the email address on your profile to continue.

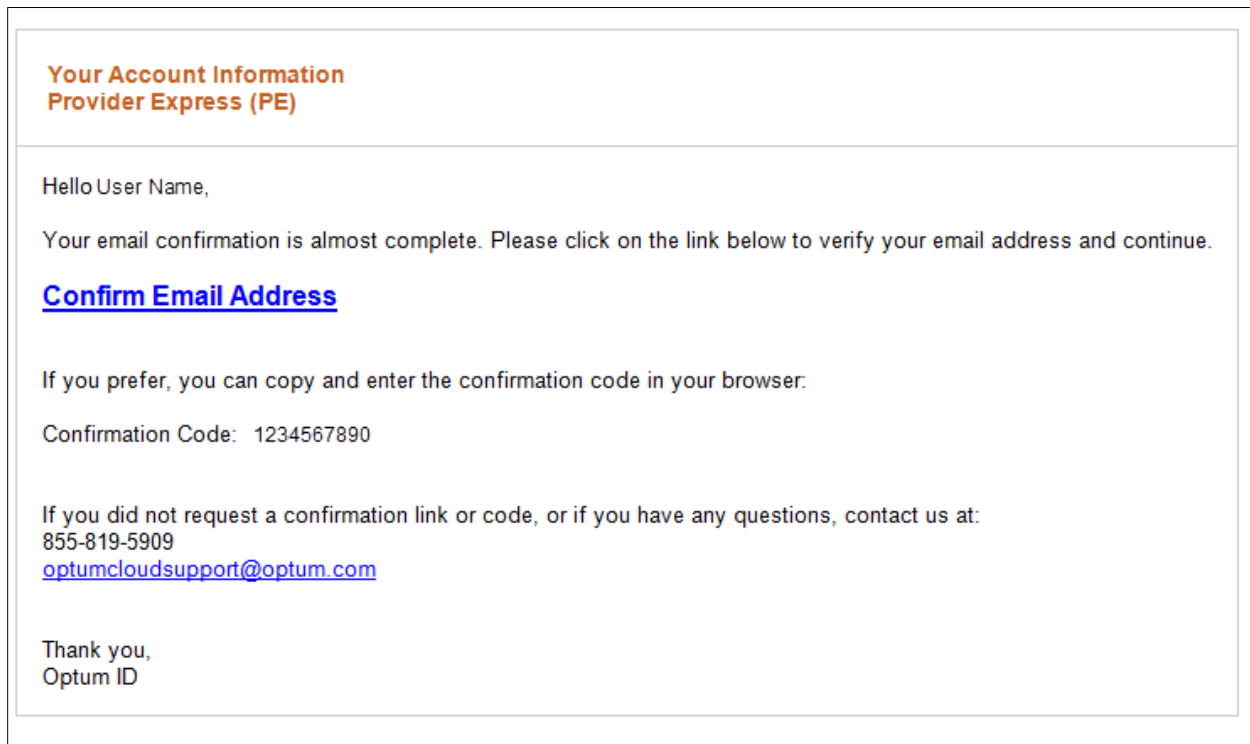
Confirmation / Verification

1. You will receive a confirmation that your registration is complete, and an email will be sent to the address on your registration.

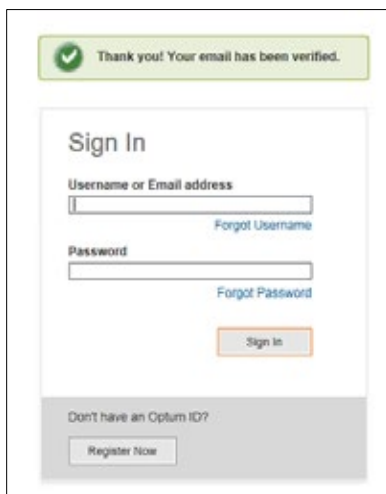


Please note: The email will come from Optum ID (noreply_healthid@optum.com). If you cannot locate the email, please check your spam/junk folder, or click on the options on the Account Confirmation page to have the information resent.

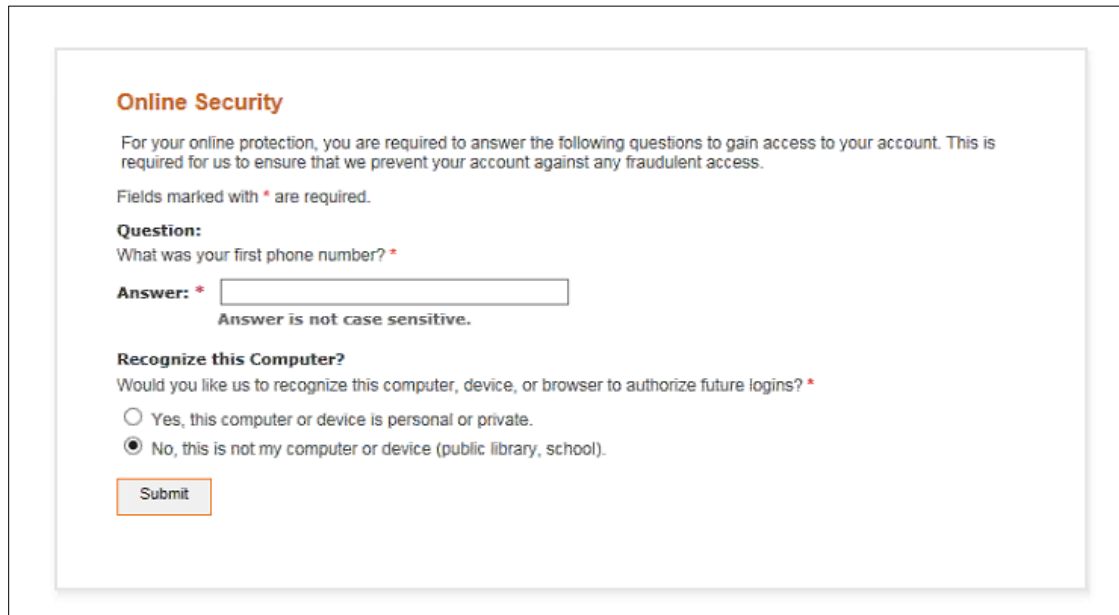
2. Access the email and click on the **Confirm Email Address** link, or alternatively, you can copy the Confirmation Code as listed on the email, and manually enter it on the Account Confirmation page.



3. You will receive a message that your email has been verified. You can now log in with your Optum ID Username and Password. Click **Sign In**.



4. An Online Security page will open when you log in using your new Optum ID:
 - a) You must answer the security question and then choose if you would like to “Recognize this Computer.”
Please note: If you click “No”, you will be prompted with this page each time you log in.
 - b) Click **Submit**



Online Security

For your online protection, you are required to answer the following questions to gain access to your account. This is required for us to ensure that we prevent your account against any fraudulent access.

Fields marked with * are required.

Question:
What was your first phone number? *

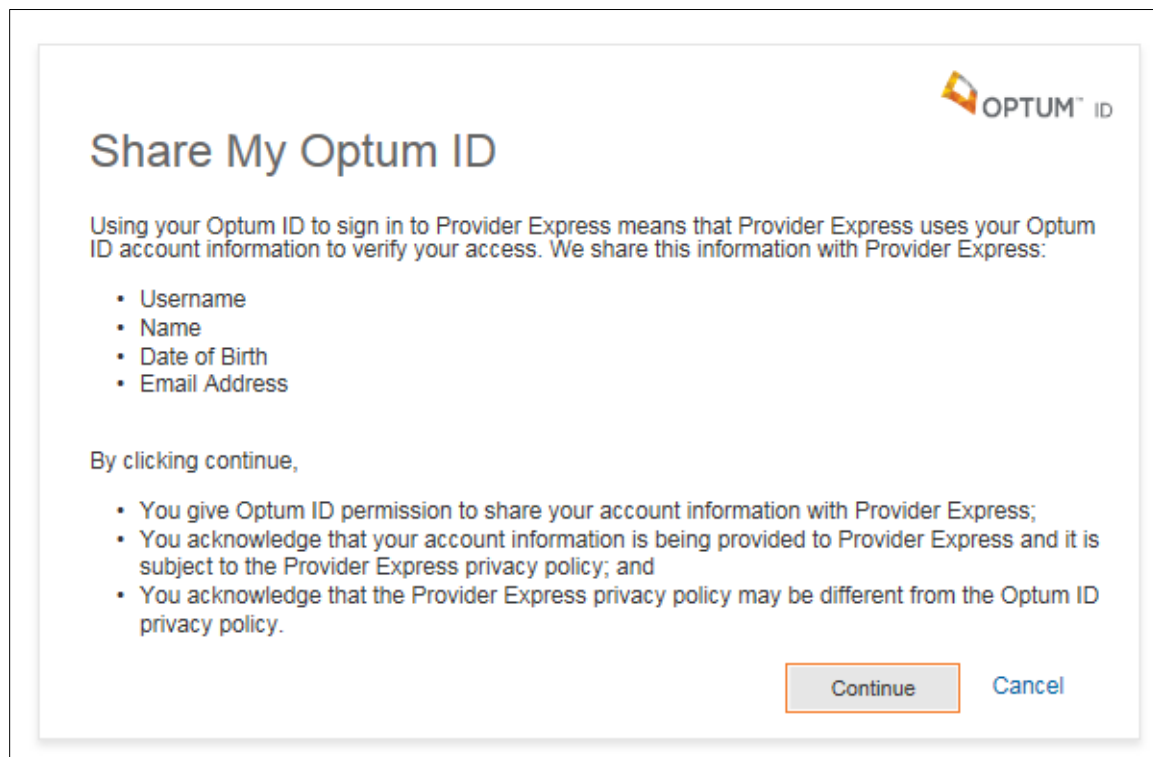
Answer: *


Answer is not case sensitive.

Recognize this Computer?
Would you like us to recognize this computer, device, or browser to authorize future logins? *

Yes, this computer or device is personal or private.
 No, this is not my computer or device (public library, school).

5. The next screen you see allows you to give your consent (one –time) to pass your Optum ID information to Provider Express. Click **Continue** to consent to pass this information.





Share My Optum ID

Using your Optum ID to sign in to Provider Express means that Provider Express uses your Optum ID account information to verify your access. We share this information with Provider Express:

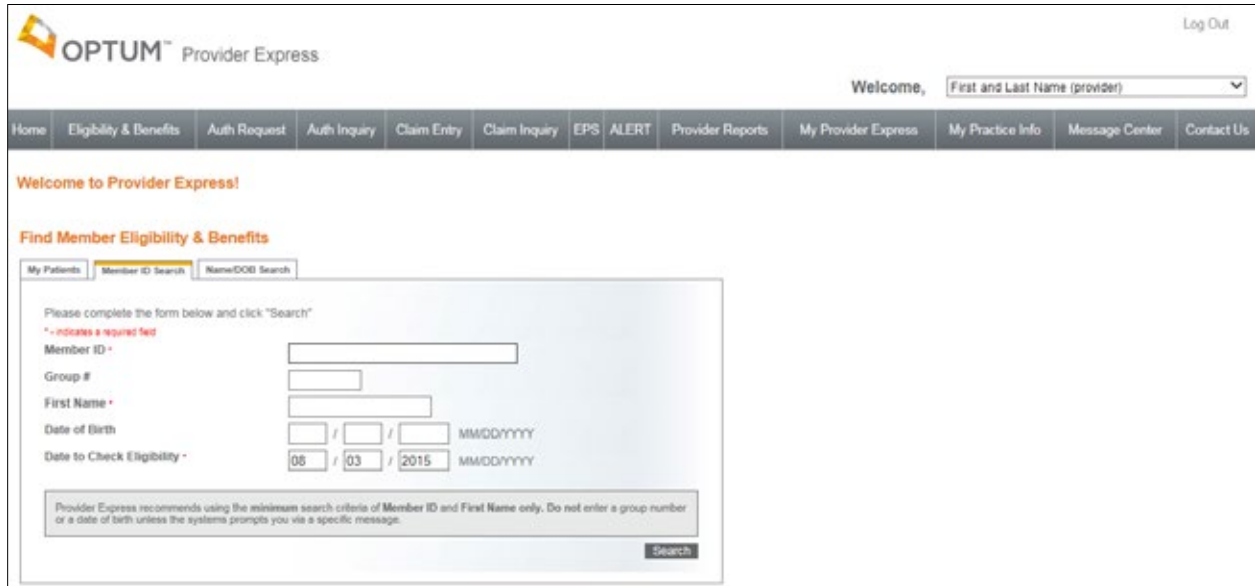
- Username
- Name
- Date of Birth
- Email Address

By clicking continue,

- You give Optum ID permission to share your account information with Provider Express;
- You acknowledge that your account information is being provided to Provider Express and it is subject to the Provider Express privacy policy; and
- You acknowledge that the Provider Express privacy policy may be different from the Optum ID privacy policy.

Please note: Clicking Cancel will prevent you from accessing Provider Express and you will have to start the migration process over.

- 6. Congratulations!** You have now successfully migrated your Provider Express User Name to your Optum ID. You are now logged into Provider Express and can proceed with your transactions.



The screenshot shows the OPTUM Provider Express web interface. At the top left is the OPTUM logo and "Provider Express" text. At the top right is a "Log Out" link. Below the header is a navigation menu with items: Home, Eligibility & Benefits, Auth Request, Auth Inquiry, Claim Entry, Claim Inquiry, EPS, ALERT, Provider Reports, My Provider Express, My Practice Info, Message Center, and Contact Us. A "Welcome," message is followed by a dropdown menu showing "First and Last Name (provider)".

The main content area is titled "Welcome to Provider Express!". Below this is a section titled "Find Member Eligibility & Benefits" with three tabs: "My Patients", "Member ID Search" (which is selected), and "Name/DOB Search".

The "Member ID Search" form contains the following fields:

- Member ID * (text input)
- Group # (text input)
- First Name * (text input)
- Date of Birth (MM/DD/YYYY format, with dropdowns for month, day, and year)
- Date to Check Eligibility * (MM/DD/YYYY format, with dropdowns for month, day, and year)

Below the form is a message box: "Provider Express recommends using the minimum search criteria of Member ID and First Name only. Do not enter a group number or a date of birth unless the systems prompts you via a specific message." A "Search" button is located at the bottom right of the form.