

AI Virtual Assistant

24/7 answers to 24/7 questions in the Provider Express secure portal

Get to know Optum's AI-Powered Virtual Assistant

Help yourself to answers when you need them with our AI-Powered Virtual Assistant in the Provider Express secure portal. The AI Virtual Assistant helps you complete the administrative tasks that go with treating patients and running your business.

No calls. No emails. Just answers. So you can get back to the work that matters most – delivering exceptional patient care.

Get answers

Get 24/7 support with provider- and member-specific information and fast answers to your most common questions – during the day, after hours, weekends and holidays. All in a safe and secure environment. Currently, the AI Virtual Assistant can:

- Check network participation status
- Check credentialing status
- View affiliated networks (including status and effective dates)
- Check claim status
- Review clinician rosters (provide group NPI and TIN)
- Confirm member eligibility for services

We're refining the AI Virtual Assistant thanks to your feedback. The result? More information and answers are available every week.

Get started

Here's how to access the AI Virtual Assistant in the Provider Express secure portal:

- [Log in to the secure portal](#) with your One Healthcare ID and password
 - Don't have a One Healthcare ID? Simply select Create a One Healthcare ID from the log in page and follow the steps.
 - Need help? Check out the [Create a One Healthcare ID self-paced guide](#).
- Select the chat icon at the top of the page
- Choose your topic from the available topics drop-down menu or ask a question in the field provided

Questions?

For more information, please contact your Provider Advocate.