

## Optum Provider Express Onboarding Process for Individual Providers (Includes providers who are joining an existing group practice)

 (If the user already has a One Healthcare ID, skip to Step 2.) If the user does not already have a One Healthcare ID, the first step is to obtain one. Note: the user logging in to Provider Express only needs one One Healthcare ID. You do not need a separate One Healthcare ID for each provider for whom you complete an application. You will be able to connect many provider accounts to your single log-in for Provider Express. You can use the "Link New Provider" instructions outlined in Step 4 below. Go to "First-Time User" on the home page of Provider Express.

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## Complete the registration form.

One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.	Create password
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	At least 1 uppercase letter
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- 2. Click on Log In
- 3. **Register an Out-of-network (OON) Provider**. The next step on Provider Express is to Register a Provider account. When registering an OON provider account on Provider Express, it is generally best to use the personal EIN or SSN of the OON provider instead of the Tax ID of a group practice that is already in our network. The OON provider's actual Tax ID affiliation will be completed on the Network Participation Request Form (NPRF) for credentialing.

All fields are required. Step 1 - Type of User Provider Express supports three types of	f users. Please select the type of user for this account.				
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Provider Express supports three types of	f users. Please select the type of user for this account.				
Provider Express supports three types of users. Please select the type of user for this account.					
User Type: *	<ul> <li>Provider</li> <li>Group/Practice</li> <li>Facility</li> </ul>				
Step 2 - Provider Information					
Important note about the Tax ID number	to use in the registration step. For best results, please use a Tax ID/SSN for the provider that Optum may already have on file.				
Please supply the provider information for	or this registration.				
Provider First Name: *					
Provider Last Name: *					
Tax ID: *					
Tax ID Type: *	Select ~				
NPI (Type I - Individual): *					
Last 4 digits of provider's SSN: *					
Access Code 🛛					
Step 3 - Relationship					
Please specify your relationship to the provider					
Relationship to Provider: •	<ul> <li>Provider</li> <li>Office Manager</li> <li>Billing/Claims</li> <li>Other Staff</li> </ul>				
Save & Add New Provider Save & Close Cancel					
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In some cases, you may need to complete Step 4 in the registration process (shown below). If you entered the provider's personal EIN or SSN on the previous screen, then enter the provider's First and Last Name in the "Tax ID Entity Name" field. You can leave the address that's listed, or you can update it. Then select the appropriate "Provider Type" from the list.

4. **Link New Provider**. Hover over the Welcome section in the menu and select "Link New Provider". Then refer back to Step 3 above. The "Link New Provider" feature is used to link other provider accounts to your login. You can use this process to put multiple OON providers through the Credentialing process.

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5. **Change Provider** – Hover over the Welcome option in the menu, use "Change Provider" to choose the provider account you want to use.

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Date to Check Eligibility · 10 / 19 / 2021 MM/DD/YYYY				
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6. OON Providers will have the **Join Our Network** option in the menu on Provider Express. Hover over the "Join Our Network" option and select "Start Credentialing Application". Once the credentialing application has been submitted, the user can choose Check Initial Credentialing Status to view status of the credentialing process.

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INN Providers will have the **My Practice Info** option in the menu on Provider Express. Hover over the "My Practice Info" option and select "My Network Status". The user can choose Start Credentialing Application, Check Initial Credentialing Status or Clinician Tax ID – Add/Update Form.

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<b>OPTUM</b> <sup>*</sup> Provider Express	Elig & Benefits • Claims • Auths • Appeals • My Practice Info • More •
Welcome to Provider Express! Find Member Eligibility & Benefits My Private: The Member Of Sarah ()	Clinician Information Practice Information Licenses and IDs Directory Attestation
Please complete the form below and click: "Search"           - Access a second feet           Member ID -           Group #           First Name -           Date of Birth         /	virtual visits Start Credentialing Application My Network Status Check Initial Credentialing Status Clinician Tax ID - Add / Update Form
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7. In CAQH states, the user will need to enter the CAQH ID of the provider to start the credentialing application. It is critical the provider's CAQH profile is complete and current. Information imported from CAQH into the NPRF cannot be edited on the NPRF. If information retrieved from CAQH is incomplete or inaccurate, the provider needs to go to their CAQH profile to update it. (In non-CAQH states, this screen is not used. The user will be presented with an editable NPRF form instead of this CAQH Number screen.)





8. Initial Credentialing Status will display after the application has been submitted successfully:

Providers can return to this screen at any time to monitor the progress of their application through the credentialing process.