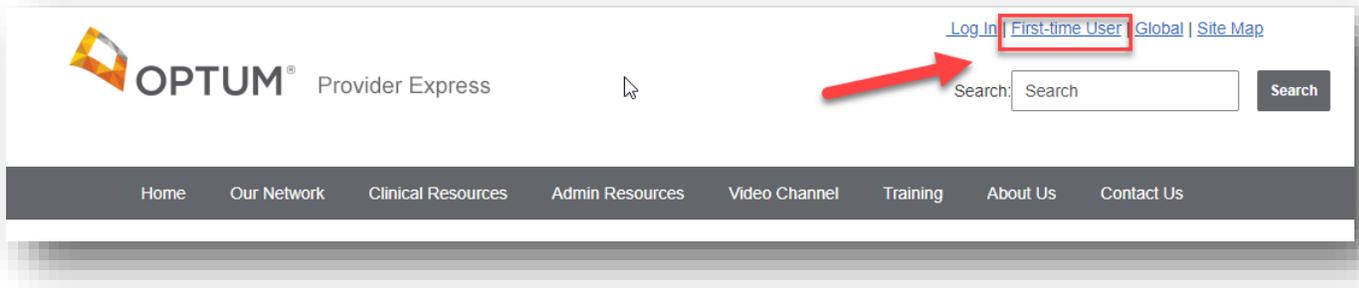


Optum Provider Express Onboarding Process for Individual Providers (Includes providers who are joining an existing group practice)

1. **(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.



Complete the registration form.

Create One Healthcare ID

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.

i
Already have One Healthcare ID? [Sign in now](#)

Profile Information

First name

Last name

Year of birth ?

Sign In Information

Your email address

Create One Healthcare ID ?

Your One Healthcare ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: % + * & [\] ^ * { | } < > # , ; () : ' * = -

Create password

👁

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again 👁

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

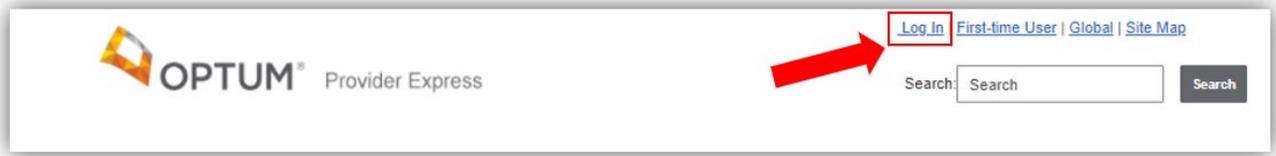
I Agree
Cancel

If you'd like assistance, contact support at 1(855)819-5909 or optumsupport@optum.com.

💬
Chat with support

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

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 users. Please select the type of user for this account.

User Type: *

- Provider
- Group/Practice
- Facility

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 this registration.

Provider First Name: *

Provider Last Name: *

Tax ID: *

Tax ID Type: *

NPI (Type I - Individual): *

Last 4 digits of provider's SSN: *

Access Code

Step 3 - Relationship

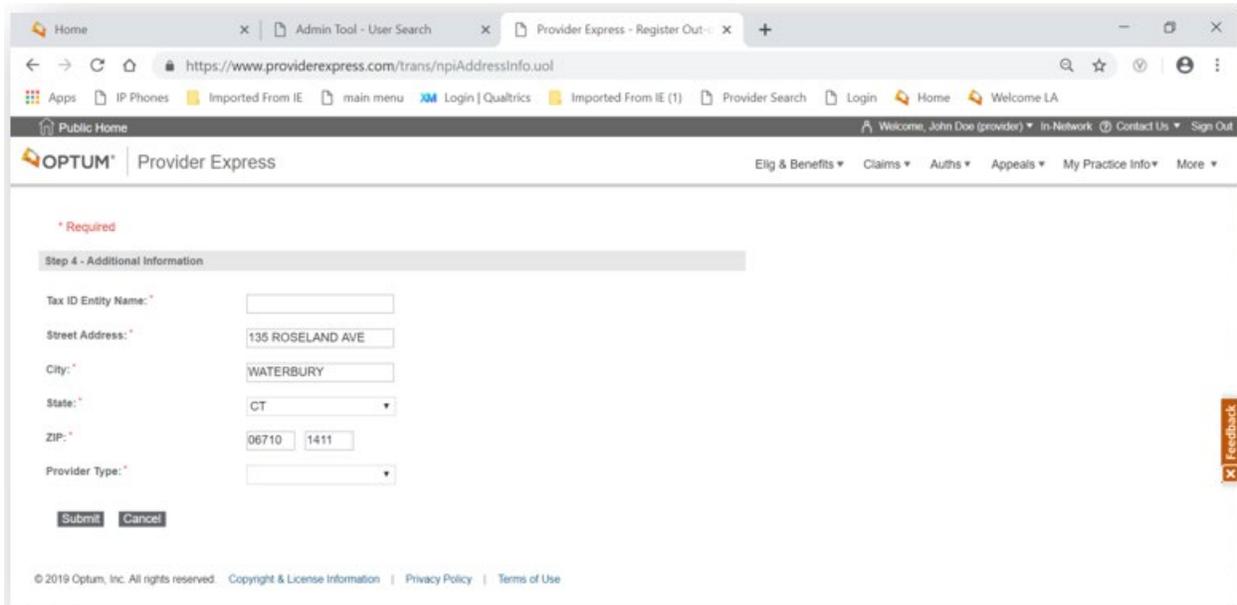
Please specify your relationship to the provider

Relationship to Provider: *

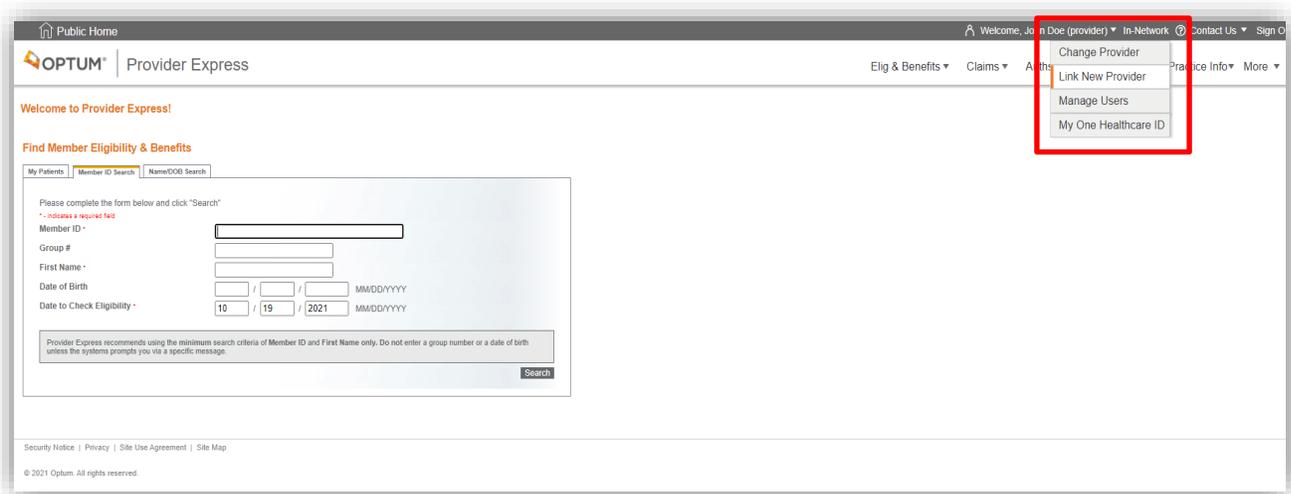
- Provider
- Office Manager
- Billing/Claims
- Other Staff

[Security Notice](#) | [Privacy](#) | [Site Use Agreement](#) | [Site Map](#)

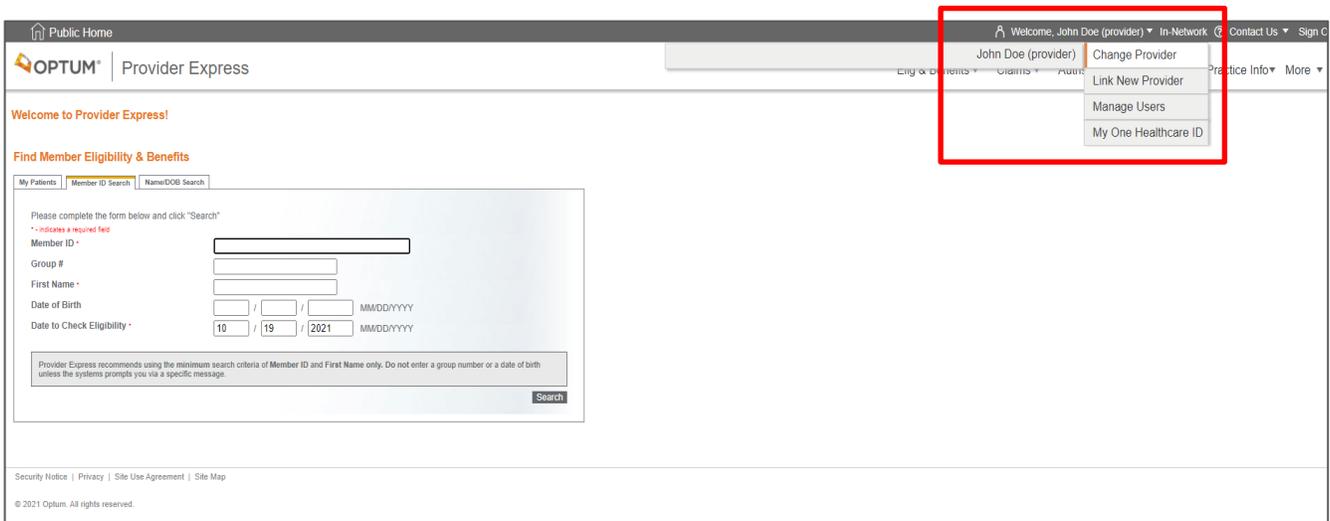
In some cases, you may need to complete **Step 4** in the registration process (shown below). If you entered the provider’s personal EIN or SSN on the previous screen, then enter the provider’s First and Last Name in the “Tax ID Entity Name” field. You can leave the address that’s listed, or you can update it. Then select the appropriate “Provider Type” from the list.



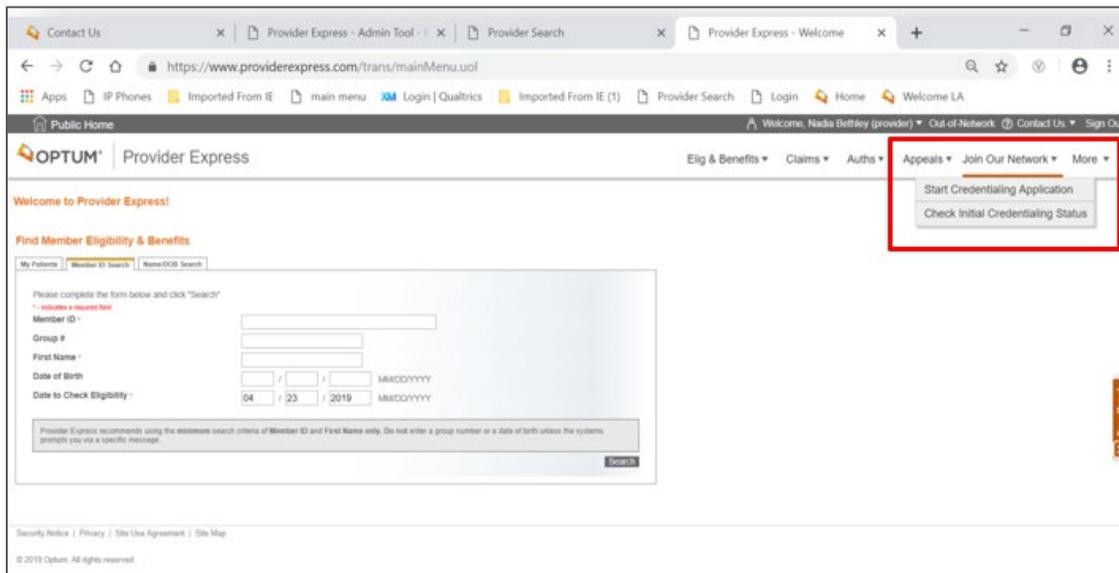
4. **Link New Provider.** Hover over the Welcome section in the menu and select “Link New Provider”. Then refer back to [Step 3](#) above. The “Link New Provider” feature is used to link other provider accounts to your login. You can use this process to put multiple OON providers through the Credentialing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



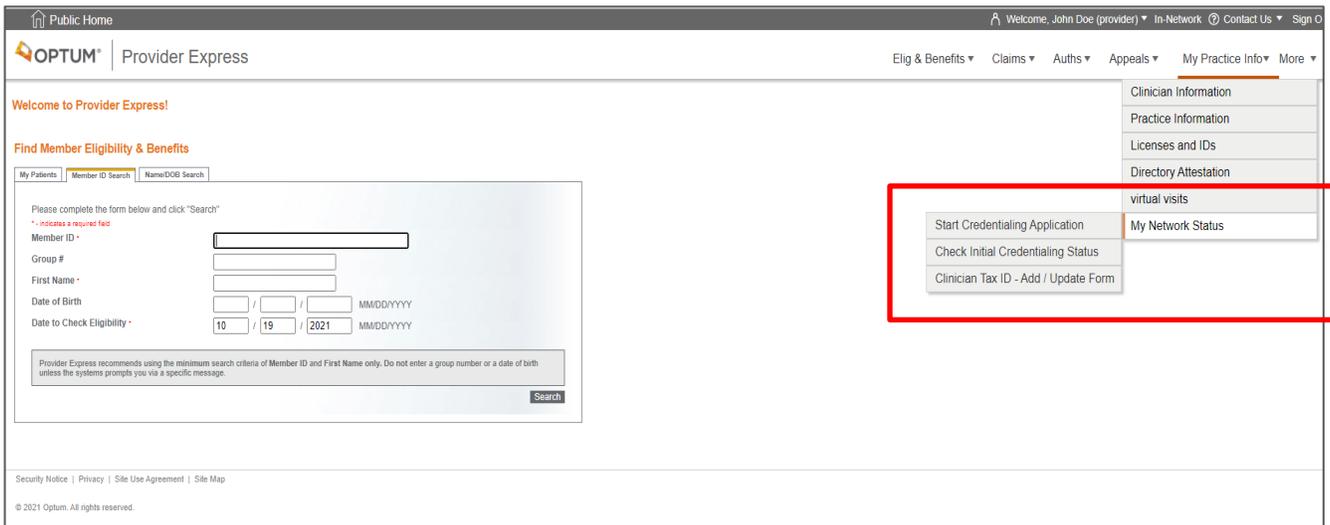
5. **Change Provider** – Hover over the Welcome option in the menu, use “Change Provider” to choose the provider account you want to use.



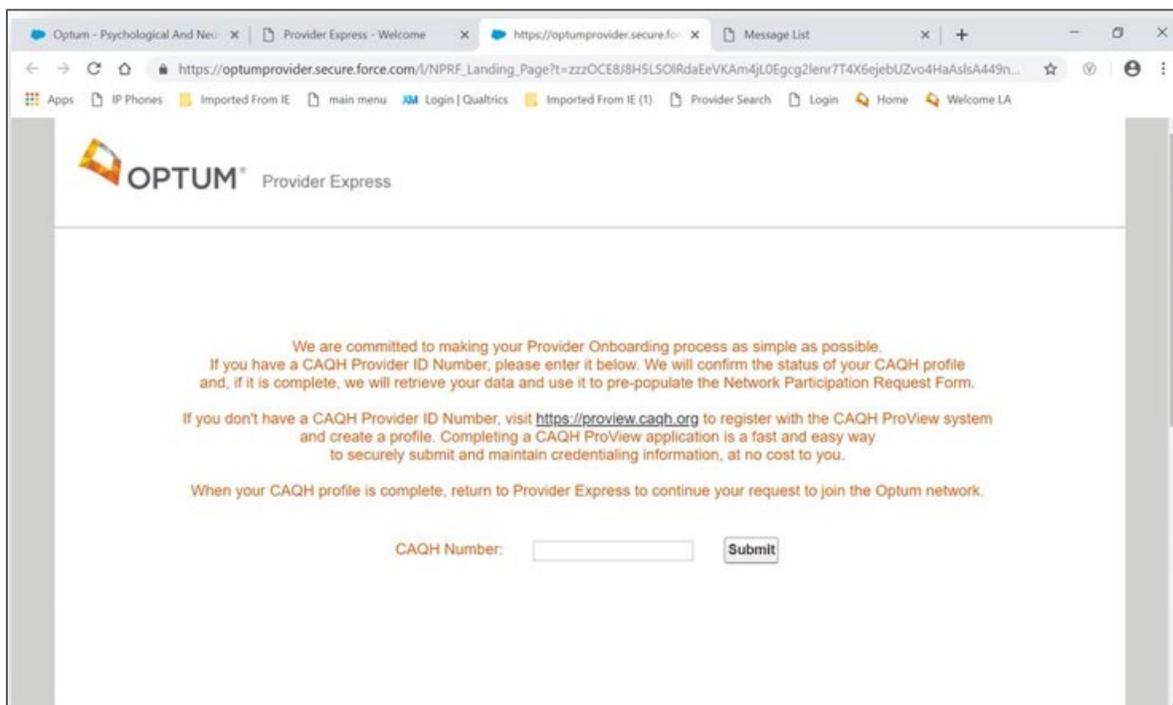
6. OON Providers will have the **Join Our Network** option in the menu on Provider Express. Hover over the “Join Our Network” option and select “Start Credentialing Application”. Once the credentialing application has been submitted, the user can choose Check Initial Credentialing Status to view status of the credentialing process.



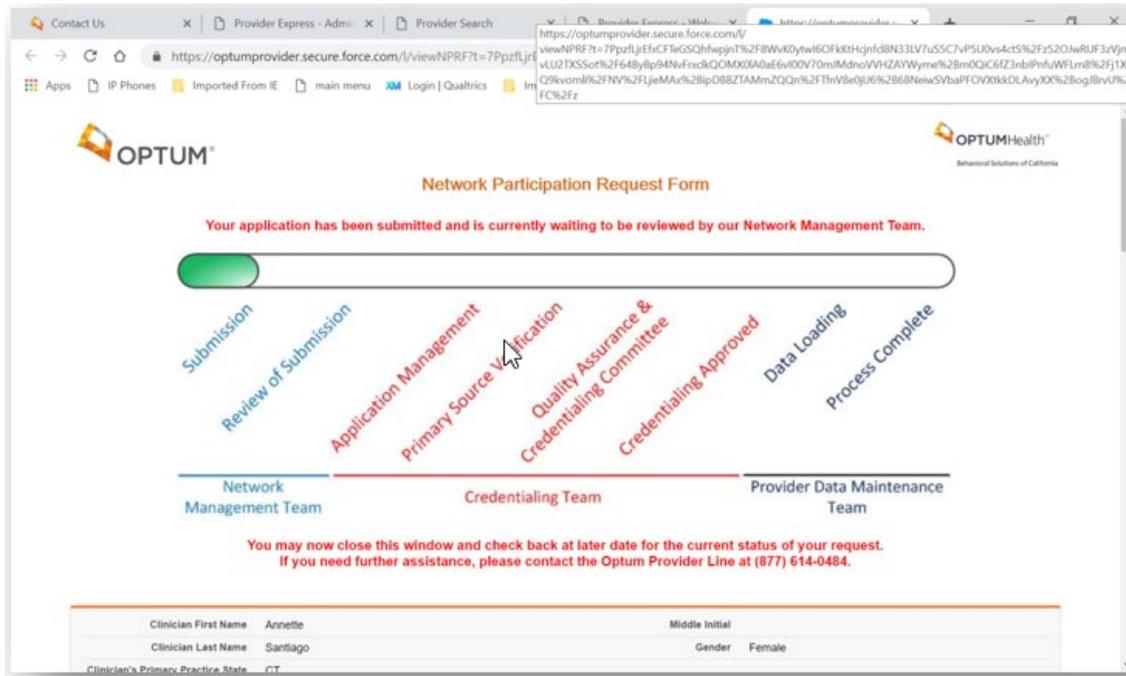
INN Providers will have the **My Practice Info** option in the menu on Provider Express. Hover over the “My Practice Info” option and select “My Network Status”. The user can choose Start Credentialing Application, Check Initial Credentialing Status or Clinician Tax ID – Add/Update Form.



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.