Optum

Benefit, Eligibility and Authorizations

December 11, 2025

Provider Express: Secure Provider Portal

Secure pages require registration

Secure "Transactions" gives you access to Member- and Provider-specific information

Quick Links give easy access to items providers commonly use

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Provider Express: Secure Provider Portal

To register, select the “First-time User” link in the upper right-hand corner of the home page:

You will be prompted to create a One Healthcare ID

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Eligibility and Benefits

Understanding covered benefits

Optum uses Clinical Criteria based on sound clinical evidence to make coverage determinations, including externally adopted clinical criteria such as American Society of Addiction Medicine (ASAM) Criteria to inform discussions about evidence-based practices and discharge planning. In using its Clinical Criteria, Optum takes individual circumstances and the local delivery system into account when determining coverage of behavioral health services.

Optum Members have a variety of benefits available to them

Check a Member's benefits and eligibility on *Provider Express* through secure Transactions or call the number on the back of the members ID card

***Always check benefits before providing services to a member served by Optum**

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Eligibility and benefits verification using Provider Express

Provider Express

Our industry-leading provider website includes both public and secure pages for behavioral health providers.

“Eligibility & Benefits” allows users to search for a member’s eligibility by using My Patients list, Member ID Search or the Name/DOB Search. The My Patients list is also built using this transaction.

“My Patients” is a list of patients that can be stored on Provider Express and used for various online transactions without an additional search. The My Patients list is customizable at a User level.

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Authorizations - Entry and Inquiry

Authorization Entry

Authorizations can be requested in two ways:

1. Contracted providers can request authorizations for most services via the online portal system on Provider Express (*providerexpress.com*). You will need to log-in to request authorizations.
   - View authorization details

2. Calling Optum via the number on the member's card

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Authorization Inquiry

Users can view a member's authorizations on file that are specific to the individual provider, group or facility that they are logged in under.

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Authorization Inquiry

There are several search options available for this feature:

- My Patients
- Member ID
- Name & Date of Birth
- Authorization #

The Authorization Inquiry searches for active authorizations within the past 180 days, but you can choose a more specific date range to search, as well.

Note: All of these search options will render the same viewable authorization detail information

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Authorization Inquiry – *Member ID Search Option*

This example displays the Authorization Inquiry using the *Member ID* search option

Click the Search button after the required fields are completed

Optum | Provider Express

Auth Request | Auth Inquiry

Authorization Inquiry

* Indicates required field

Select Provider*

Select

My Patients | Member ID Search | Name / DOB Search | Authorization # Search

Member ID*

123456789

First Name*

Tes

Dates of Service

- Month / Year
- Date Range
- Previous 12 Months
- Previous 24 months

Search

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Auth Inquiry – *Authorization Summary*

If authorizations are on file for this member, a summary of these authorizations will display. To view details of a single authorization, click on the Authorization Number

Public Home

Welcome,

Optum | Provider Express

Elig & Benefits ▾ Claims

Auth Inquiry

Authorization Summary

Authorizations for Members between 01/25/[redacted] and 10/04/[redacted]

*** For detailed information, click on the Auth Number**

1 record

Show 25 per page Page 1 of 1

Clear All Filters

Auth Number	Member Name	Member ID	Start Date	End Date	Days/Session
QMZ[redacted]	[redacted]	[redacted]	08/11/2022	08/13/2022	3

New Inquiry

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Authorization Inquiry – *Authorization Inquiry Detail*

The available details for the requested authorization search will depend on the type of authorization

Public Home

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Auth Inquiry

Authorization Detail

← Return to Auth Summary

Authorization Number - QMZ

Member Information

Member Name	Date of Birth	Gender	Member ID
	04/19/	Female	

Group Number

Provider Information

Provider Name	TIN	NPI	Practice Address

Authorization Information

Auth Number	Number of Units	Start Date	Expiration Date
QMZ	3	08/11/2022	08/13/2022

Service Authorized

MH Inpatient Adolescent Intensive,Mental Health,Daily Rate,Per Diem,MD Fees Excluded,Commercial Rate Only, $1005,Dual Diagnosis, Rev Code 0204

Please take a screen shot of this page with the patient's authorization approval in order to save or download it to a patient's file or electronic medical record, or to print, fax or email to a facility that requests or requires a copy of the approval.

New Inquiry

Start Wellness Assessment

Authorization Inquiry – *Authorization Inquiry Detail*

Public Home

Optum | Provider Express

Auth Request Auth Inquiry

Authorization Detail

← Return to Auth Summary

Authorization Number - QXR

Member Information

Member Name	Date of Birth	Gender	Member ID
	04/19/	Female	

Group Number

Provider Information

Provider Name	TIN	NPI	Practice Address

Authorization Information

Auth Number	Number of Units	Start Date	Expiration Date
QXR	5	04/24/2018	04/24/2019

Authorization Type	Service Authorized
96156-Health and Behavioral Consultation	96150,96151,96152,96153,96154,96155

Please take a screen shot of this page with the patient's authorization approval in order to save or download it to a patient's file or electronic medical record, or to print, fax or email to a facility that requests or requires a copy of the approval.

New Inquiry Start Wellness Assessment

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Understanding the Service Model

Customer Service / Intake

Optum Behavioral Health has call centers and teams dedicated to supporting members and providers serve. For the best experience to resolve an inquiry related to one of your patients, **please call the Customer Service number on the back of the member's insurance card** for inquiries related to:

- Claims
- Patient Eligibility
- Benefit Information
- Authorizations
- ASO Funding Information

Provider Service Line

The Provider Service Line for behavioral health providers is **1-877-614-0484**.This department can best assist you with inquiries related to:

- Credentialing/Recredentialing
- Contracting/Fee Schedules - To obtain a copy of your contract/fee schedule or request a change in fees schedules, please call Provider Services at 1-877-614-0484 or email your request to us.
- Network Status

Provider Relations

A Provider Relations Advocate is available to assist with escalated concerns. Call Provider Service at 1-877-614-0484 and request that a case be opened and routed to a Provider Relations Advocate (PRA). Your issue will be timestamped, documented, and assigned to an appropriate PRA.

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Understanding the Service Model

Provider Express secure portal technical support

Call the Provider Express help desk at 1-866-209-9320 for assistance with troubleshooting your secure portal account.

Member-specific inquiries

Call the number on the back of the member's insurance card for: Eligibility and benefits, ASO funding, claims and payments and more.

Helpful links

Massachusetts - Provider Express

National - Provider Express

Provider Express Support - Contact Us

Surest Health Plan (formerly Bind) Surest Health Plan

Student Resources Provider Page

ABA Network Contact

VACCN Contact: Region 1: **1-888-901-7407**

UMR Provider Portal

UMR: Contact Us

Optum Pay Support Team **1-877-620-6194**

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Optum Health Education

Optum Health Education is a nationally accredited provider of continuing education (CE) for the health care team. This website houses Optum Health Education accredited CME/CE and health education resources.

Access is free of charge and available to all! Visit Optum Health Education and create an account to get started Create an account

Click here to see the latest on demand training for Behavioral Health clinicians Behavioral Health | Optum Health Education

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Top of Mind Newsletter

Top of Mind and Optum Behavioral Health news will be delivered right to your inbox the first Tuesday of every month. Change your mind? Unsubscribe at any time.

Register for "Top of Mind" Newsletter

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Thank You

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