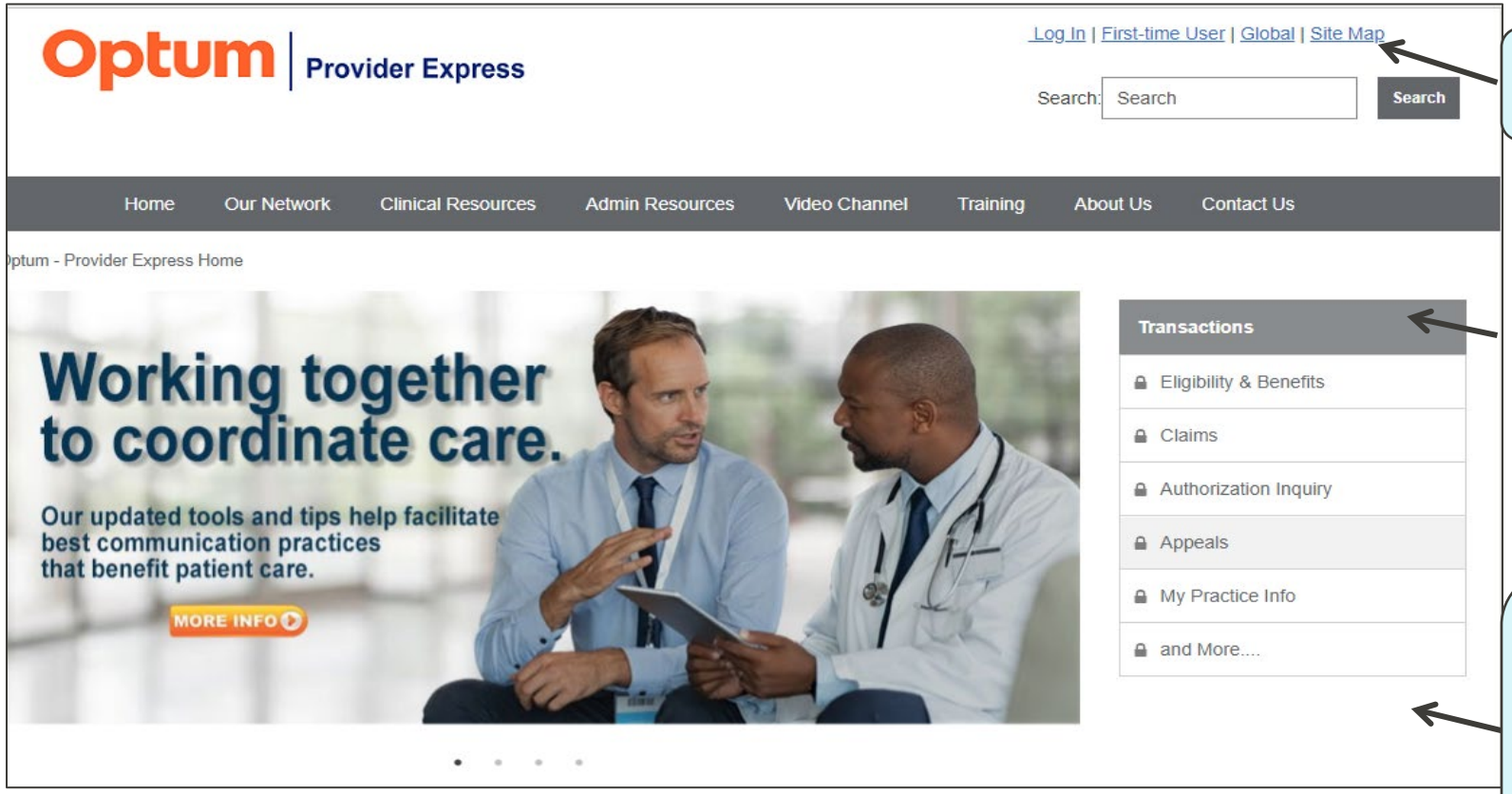
Optum

My Practice Info

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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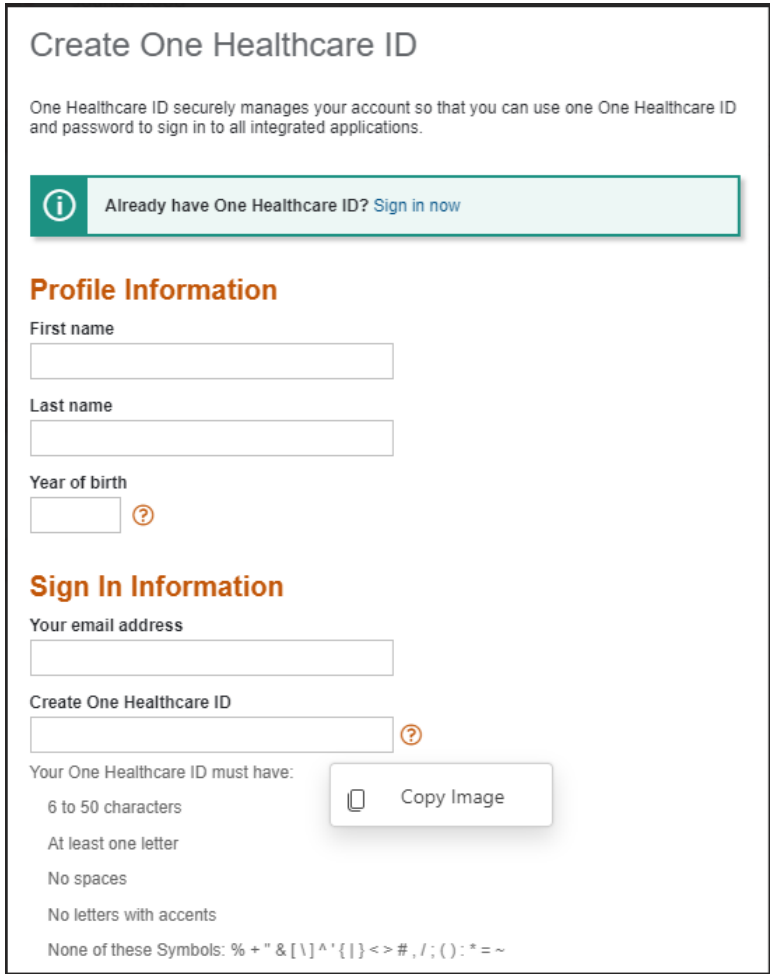
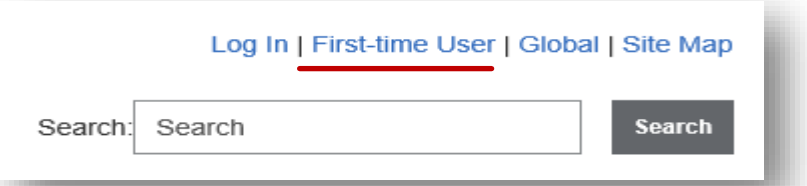
Provider Express: Secure Provider Portal

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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When your information changes

Remember to let us know!

Providers are required to notify Optum within 10 calendar days when you make a demographic change impacting your practice:

- Practice address
- Billing address
- Phone or fax number
- Status of liability insurance
- Any malpractice action or notice of licensing board complaint filing
- Tax Identification Number
- Programs or services you offer
- Change in availability to see new members (must be reported within 5 business days in California)

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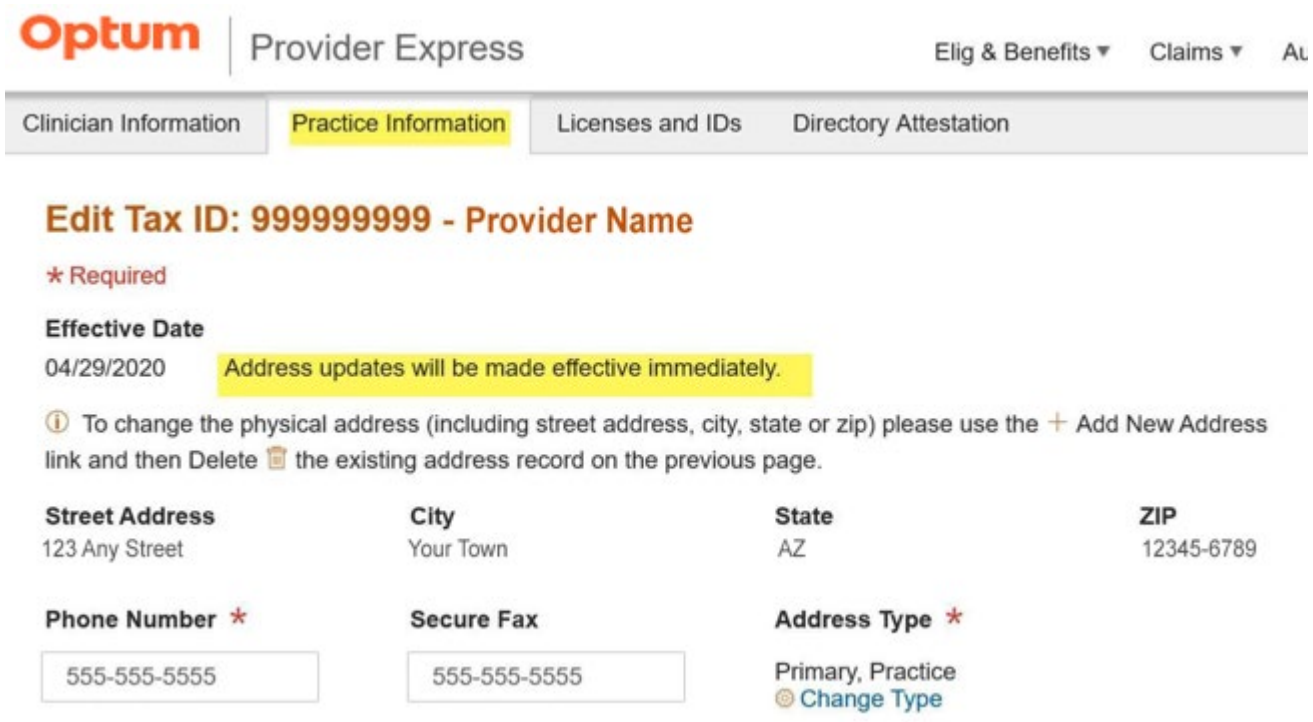
Staying current with "*My Practice Info*"

Having the most up-to-date information at Optum ensures that referrals can find you and that you get reimbursed promptly and accurately.

Change, add or modify your address and other demographic information

Indicate your availability to accept new patients into your practice

Let us know if you are going to be away for an extended period of time



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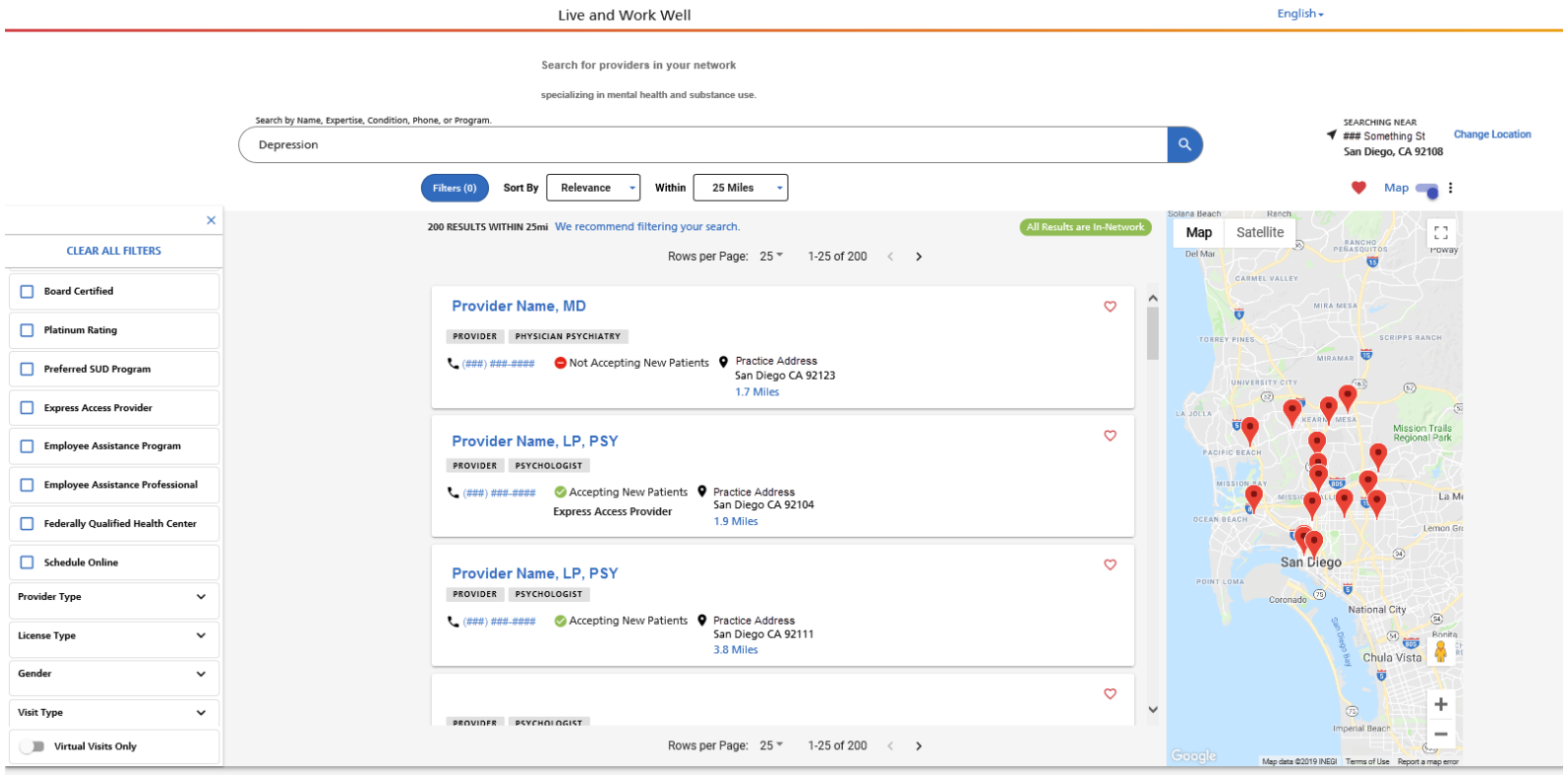
Why is this so critical?

Members rely on the information we display in our online provider directory when they are looking for a clinician.

A variety of criteria can help the Member find the right match with a clinician so it's critical that your information be current and accurate



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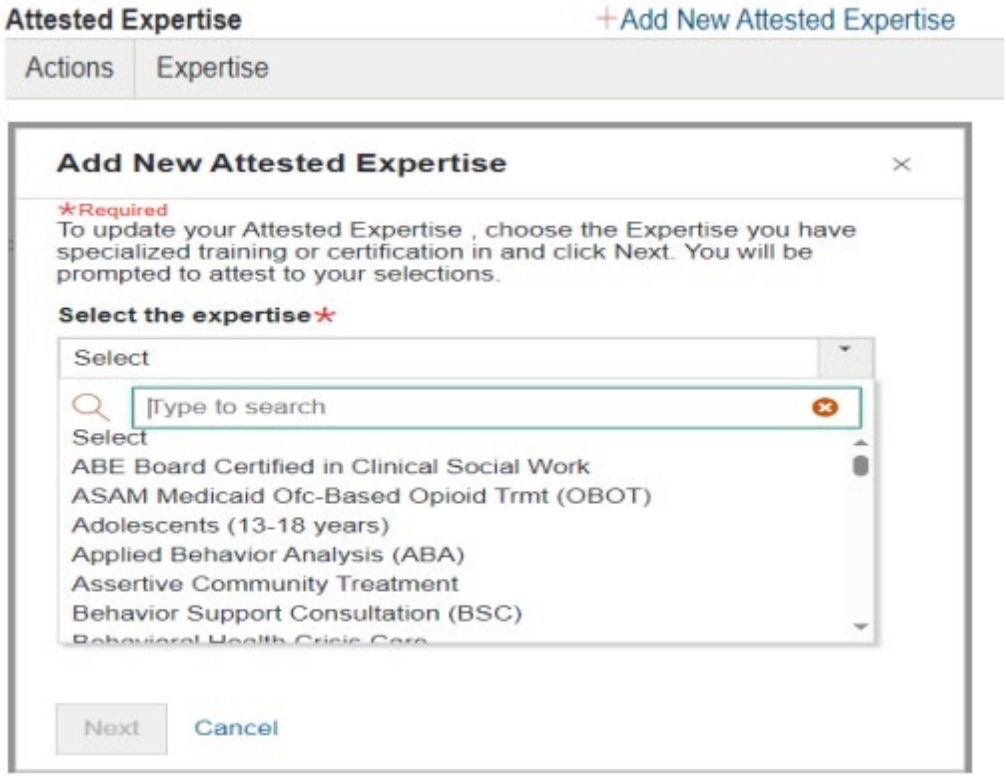
My Practice Info – Updating Area of Expertise

Providers are required to verify their demographic information listed in the provider directory every 90 days, including updating your area of expertise (AOE). Individually contracted providers can add or delete expertise as well as submit the required documentation for attested area of expertise.

How to update your information
Simply log into the Provider Express secure portal: Providerexpress.com > Log-in (upper right corner) > My Practice Info > Clinician Information > Add New Attested AOE > Select the expertise.



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Network Participation Status

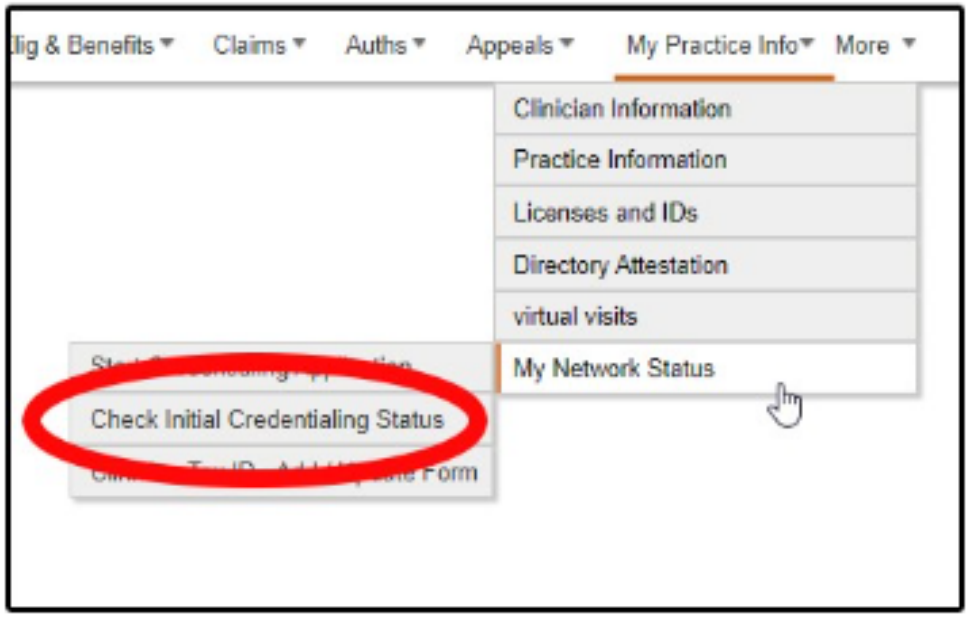
Credentialing Plans

These plans provide an overview of Optum Behavioral Health policies for provider credentialing, recredentialing and ongoing monitoring. The process described in these plans will be initiated only after we make a preliminary determination that we want to pursue contracting or re-contracting with the applicant. Please review for more information.

Optum Behavioral Health - National

Initial Credentialing Status

Individual providers – Using the **Initial Credentialing Status Toolbar** you can easily track the status of your online submission as it moves along the approval process. Log into the secure transactions area of Provider Express, hover over *My Practice Info* >> *My Network Status* >> click on *Check Initial Credentialing Status*.



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Checking Network Effective and Plan Participation

You can verify your network status and plan participation(s) at any time using the secure portal. Log in using your OneHealthCare ID > My Practice Info > My Networks

For assistance with the credentialing tool in the secure portal, you can chat with a live representative or call the help desk at 1-866-209-9320.

View Fee Schedule	Network	Network Status Active	Effective Date	Termination Date
	MA Medicaid	Active	03/01/2024	12/31/9999
	MA SCO DSNP	Active	11/02/2019	12/31/9999
	Mass General Brigham Employees	Active	06/15/2023	12/31/9999
	Massachusetts Exchange	Active	06/01/2025	12/31/9999
	UBH General	Active	09/01/2022	12/31/9999
	Veterans Affairs Coordinated Care Network Region 1	Active	09/01/2022	12/31/9999

Please note: The MA Medicaid network is equivalent to Mass General Brigham Health Plan ACO and UBH General Network is equivalent to Optum commercial lines of business

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Updating CAQH does NOT update Optum

Remember that updating your demographic information through CAQH will not automatically update your information with Optum.

Please notify Optum, through Provider Express, when any of your practice information changes. This includes any changes in your availability to accept new members.

Added area of expertise?

Changed phone number?

New address?

Changed email address?

Changed credentialing address?

Taking a leave of absence?

New credentialing contact?

Let us know

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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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