Optum

Updating Provider Demographic Information via the Provider Express secure portal

Overview

The My Practice Information tool on the Provider Express secure portal lets you view, update and attest to the provider demographic information members see for your organization. Use the tool to make demographic changes just one time, in one place – and get those updates into our systems more quickly.

Step 1: Go to Providerexpress.com (upper right corner) to log into the secure portal.
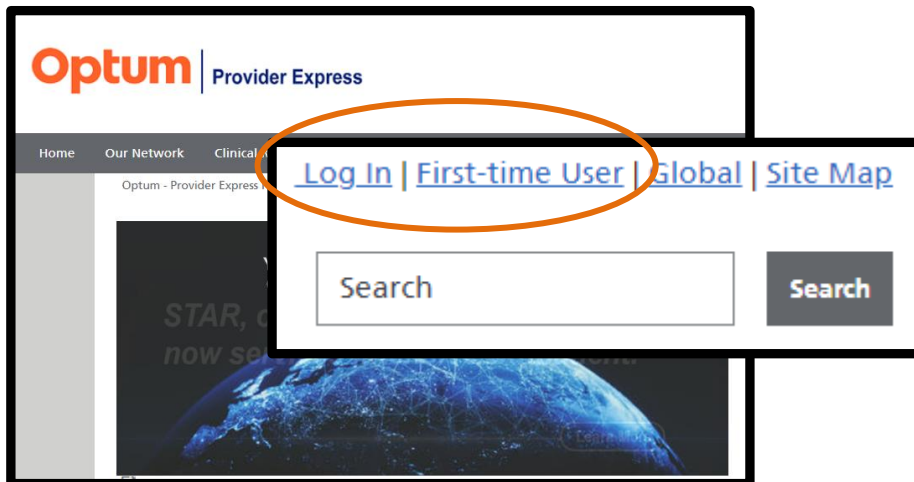
Note: New users should select "First-time User" to self-register and set up a One Healthcare ID and password. Login ID. Click on the Training tab and view the "First-time User" training video if you are having issues logging in. If necessary, select 'Link New Provider' to view each group practice relationships with Optum. Once linked, users can toggle between each group practice relationship.

Step 2: Navigate to My Practice Info > Clinician Information.
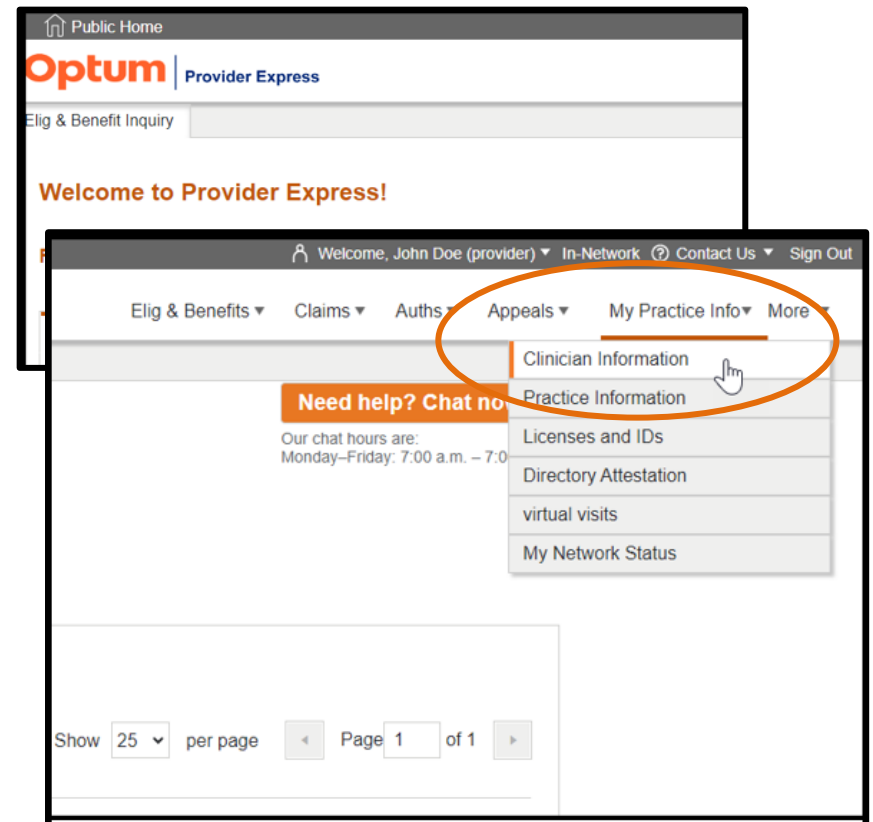
Step 3: Click on Edit to update your cultural competency information – and any other demographic information that needs updating.

Step 4: Scroll down to review the list of available trainings. Choose one or more, as appropriate, and then click Add.

Reminder: Course titles may vary from the training you've completed. Please select those that most closely align with the options available in the directory.

Step 5: Once you've added all applicable courses, click Save.

Step 6: The update to your file is done in real time, so you'll be able to see your changes reflected immediately. The provider directory will be updated in 5-7 business days.

Step 7: Repeat the process for any other clinicians that need Cultural Competency training updated.