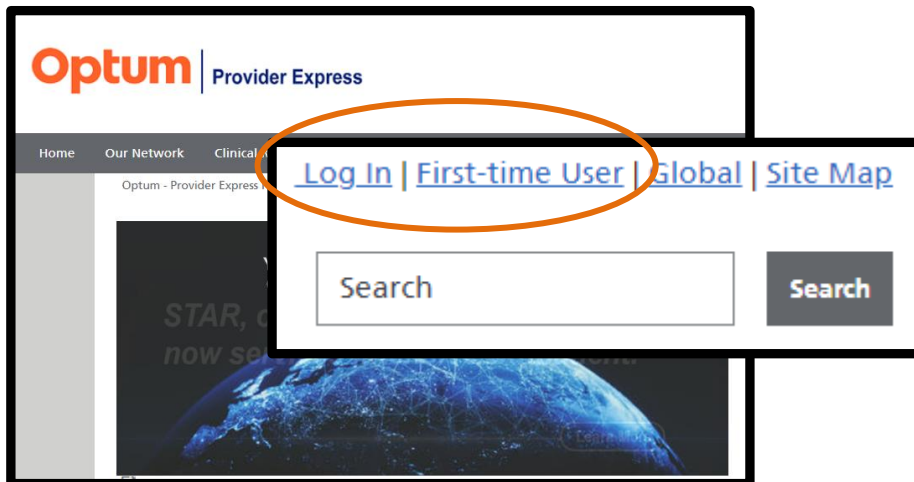


### Updating Provider Demographic Information via the Provider Express secure portal

#### Overview

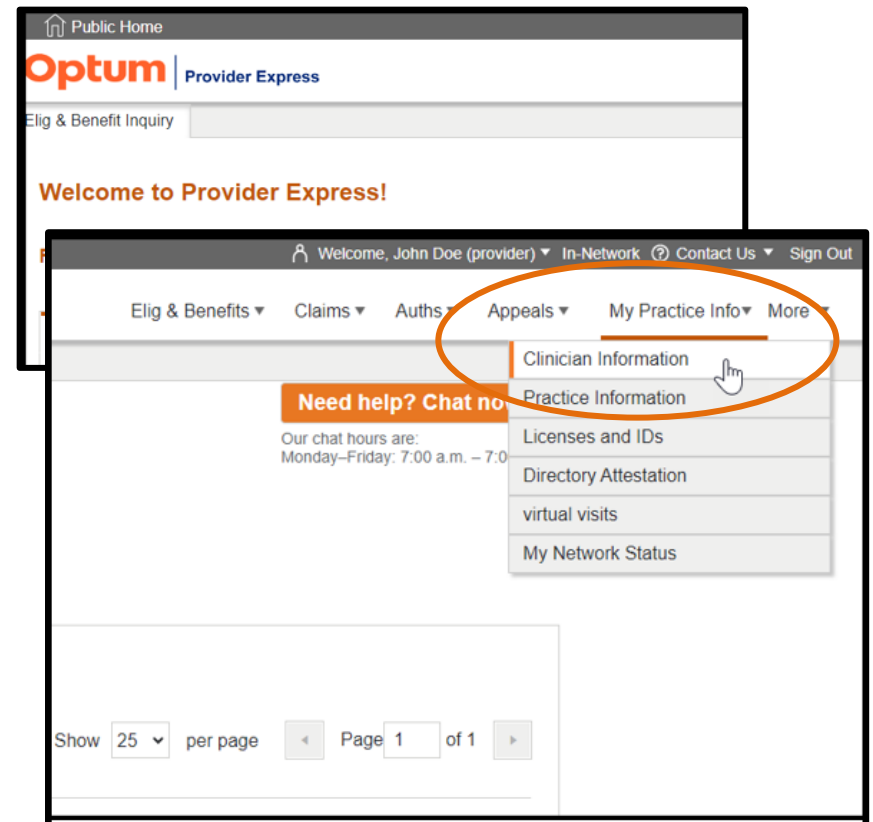
The My Practice Information tool on the Provider Express secure portal lets you view, update and attest to the provider demographic information members see for your organization. Use the tool to make demographic changes just one time, in one place – and get those updates into our systems more quickly.

**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.

**Optum** | Provider Express

Clinician Information | Practice Information | Licenses and IDs | Directory Attestation | virtual visits

### Clinician Information

Please use the following sections to make changes to your demographic and clinical profile.

**Personal Details** [Edit](#)

**Clinician Name**  
John A Doe

**Gender**  
Male

**Initial Credentialed Date**

**Last Credentialed Date**

**Next Credentialing Date**

**Ethnicity**  
Caucasian

**Languages Spoken**

**Cultural Competency Training**  
• Homeless

**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.

### Cultural Competency Training

Please select the Cultural Competencies that you have completed training in.

Available (8)		Selected (1)
Cultural Competency	<input type="button" value="Add &gt;"/>	Cultural Competency
Communication Skills Alternate Language Availability		Homeless
Communication Skills Interpreter Services Available	<input type="button" value="Remove"/>	
Communication Skills Soft Skills		
Financially Challenged Patients		
LGBT Communities		
People with Disabilities		
Refugee or Immigrant Patients		
Senior Care		

Cultural Competency training is offered by a number of government agencies to assure minorities get culturally sensitive care. [Find out more](#)

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

**Clinician Information**

Please use the following sections to make changes to your demographic and clinical profile.

**Personal Details** [Save](#) [Cancel](#)

**\*Required**

**Clinician Name\***

First Name: John Initial: A Last Name: Doe

**Gender\***

Male

**Initial Credentialed Date**

**Last Credentialed Date**

**Next Credentialing Date**

**Ethnicity**

Caucasian

**Languages Spoken**

2 Selected

English Afrikaans x Spanish x

**Cultural Competency Training**

Please select the Cultural Competencies that you have completed training in.

**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.

**Optum** | Provider Express

Clinician Information Practice Information Licenses and IDs Directory Attribution

Clinician Information Successfully Updated. Confirmation #4636819. Most updates are processed immediately. If you do not see your change immediately, please allow up to 7 business days for your update to be completed.

**Clinician Information**

Please use the following sections to make changes to your demographic and clinical profile.

**Personal Details** [Edit](#)

**Clinician Name**

John A Doe

**Gender**

Male

**Initial Credentialed Date**

**Last Credentialed Date**

**Next Credentialing Date**

**Ethnicity**

Caucasian

**Languages Spoken**

English Afrikaans Spanish

**Cultural Competency Training**

- Homeless
- Communication Skills Soft Skills

Clinician Information Successfully Updated. Confirmation #4636819. Most updates are processed immediately. If you do not see your change immediately, please allow up to 7 business days for your update to be completed.

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

The screenshot displays the Optum Provider Express web application. At the top, there is a navigation bar with a home icon and the text "Public Home". On the right side of the navigation bar, a user profile is shown with the text "Welcome, John Doe (provider)" and "In-Network". A dropdown menu is open, listing several options: "Change Provider", "Link New Provider", "Manage Users", and "My One Healthcare ID". A red circle highlights this dropdown menu. Below the navigation bar, the main content area features the Optum logo and "Provider Express" text. A "Need help? Contact Us" button is visible. The main heading is "Welcome to Provider Express!". Below this, there is a section titled "Find Member Eligibility & Benefits" with tabs for "My Patients", "Member ID Search", and "Name / DOB Search". The "My Patients" tab is active, showing "Patient(s)" with a red asterisk and the instruction "Please select one or more patients." Below this, it indicates "19 records" and a pagination control showing "Show 25 per page" and "Page 1 of 1". At the bottom, there is a table with columns for "First Name", "Last Name", and "Member ID".