



# Provider Express

How to access Provider Express and Platinum Reports

**September 27, 2023**

BH5214\_10/2023



# Provider Express

You can view a brief video of how to create your One Healthcare ID and log in for the first time [Here](#)

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# Creating a One Healthcare ID

Click here to access [Provider Express](#)

# Creating a One Healthcare ID

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## Working together to coordinate care.

Our updated tools and tips help facilitate best communication practices that benefit patient care.

[MORE INFO](#)

### Transactions

- Eligibility & Benefits
- Claims
- Authorization Inquiry
- Appeals
- My Practice Info
- and More....

### Admin News

- 2023 CPT Code Change Information
- NEW
- Get trained on STAR - The new ReviewOnline Auth process
- Latest National Network Manual updates

### Join Our Network

- Autism/ABA/BCBA Providers
- Individually Contracted Clinicians
- Facility or Hospital Based Providers
- Group with Individually Credentialed Providers

### State-Specific News

- CA-OHBS Fall 2022 Newsletter
- CA Spravato Overview and FAQs – Western Health Advantage
- CA - Western Health Advantage – Provider Notice

### Quick Links

- Behavioral Health Toolkits
- Claim Tips

After opening the Provider Express website, click the “**First-Time User**” hyperlink in the upper right corner of the screen



One Healthcare ID

### 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.

**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.

[Chat with support](#)

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

Enter your name, create a username, password, and click “I Agree” at the bottom of the screen

\*If you get a notification that you already have a One Healthcare ID, select the “**Sign in now**” hyperlink in the green box and you will be redirected to the screen below

Enter your email address and select the “**Forgot Password**” link. You will be prompted to receive an email with a link to reset your password or answer security questions to access your account

[Click here to jump to First- Time Login instructions](#)

One Healthcare ID

### Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

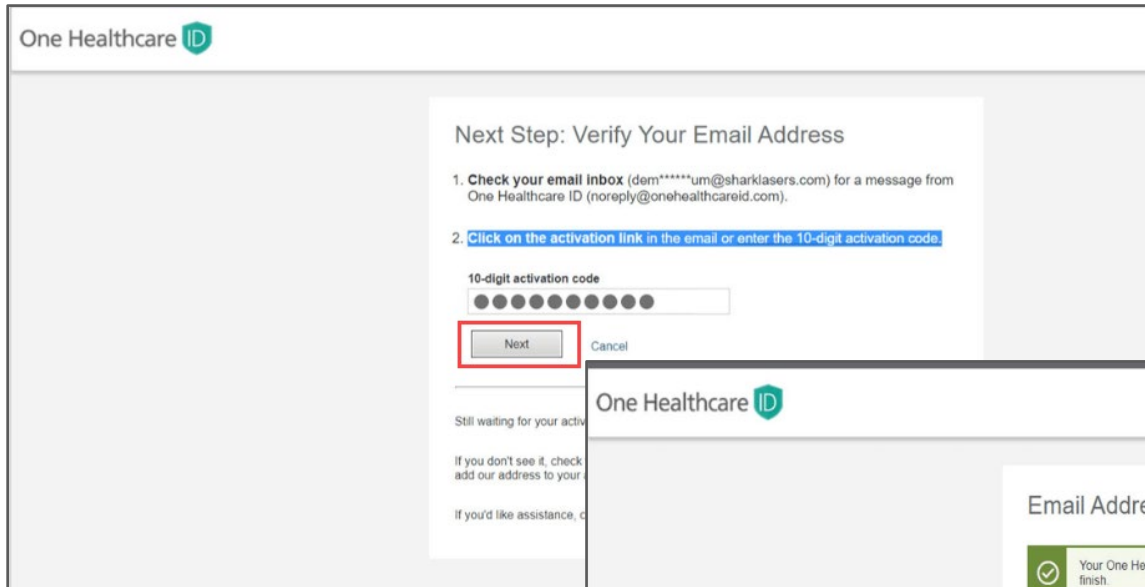
[Forgot One Healthcare ID](#)

[Chat with support](#)

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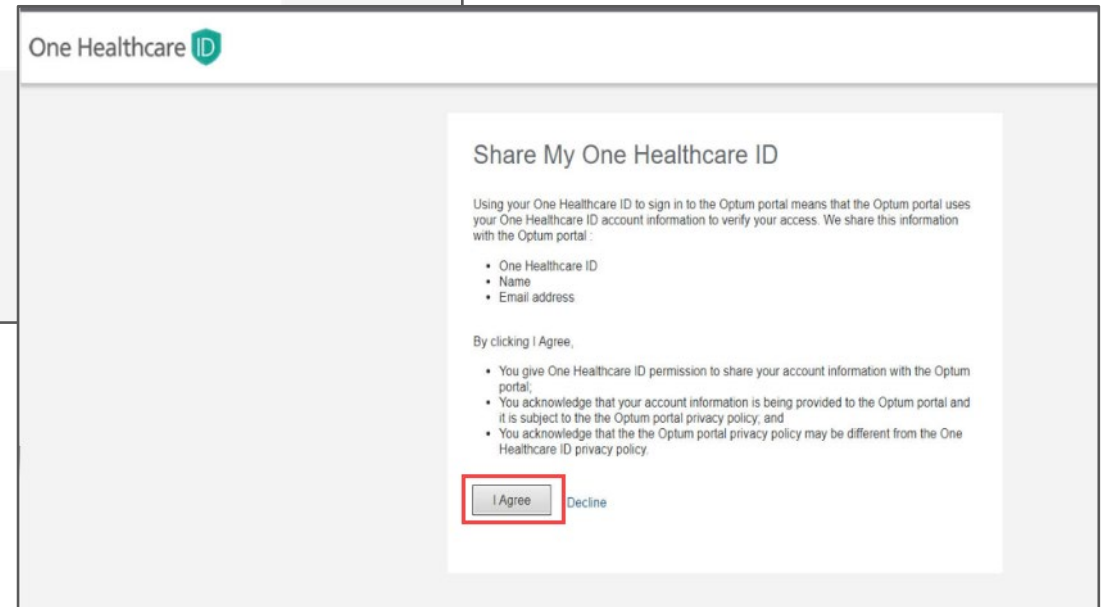
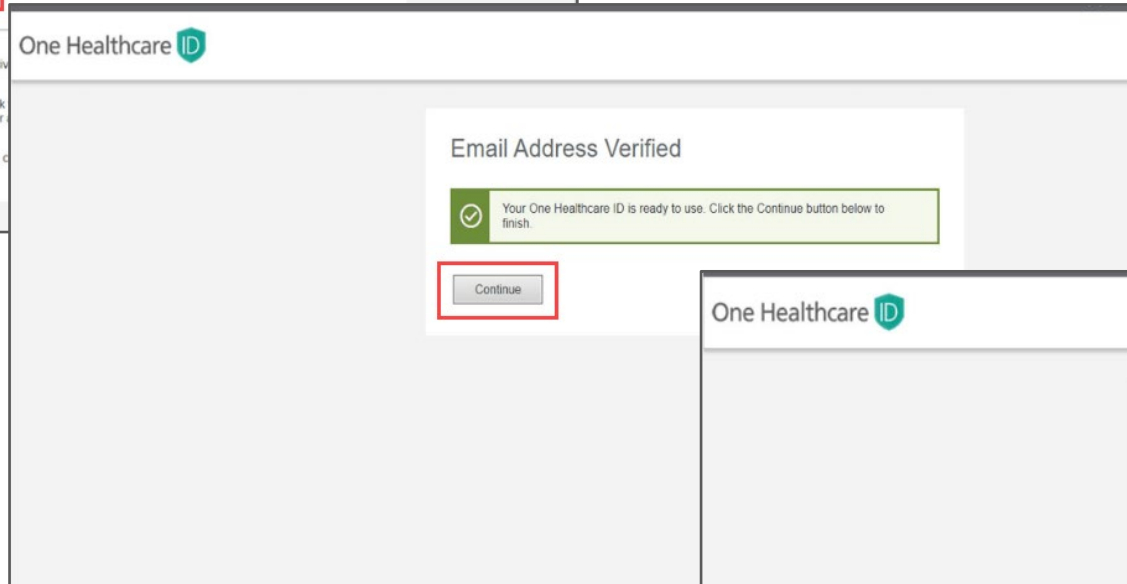
**Additional options:**

- [Create One Healthcare ID](#)
- [Manage your One Healthcare ID](#)
- [What is One Healthcare ID?](#)



After creating your One Healthcare ID, you will be asked to verify your email address. Check your email, enter the code and click **“Next”**

After verified, click **“Continue”** then choose **“I Agree”** to Sharing One Healthcare ID



# First Time Login

Click here to access [Provider Express](#)



# First Time Login

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**Join Our Network**

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- Group with Agency Credentialed Providers
- Express Access Network
- virtual visits

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- CO Annual Mental Health Wellness Exam Coverage
- Find Your Local Mobile Crisis Support Resource
- FL Medicaid adds coverage for PDT Reset NEW
- NY: Optum is the new vendor for EMHP
- RI Prior Auth and Notification tool (PAAN)

**Quick Links**

- Behavioral Health Tools
- Claim Tips
- Add / Update Tax ID
- Forms
- Guidelines / Policies & Manuals
- MAUD / MOUD

**ABA Information**

- ABA Information
- ABA Modifier Frequently Asked Questions
- COVID-19 telehealth policy updates for ABA services

**Other Optum Websites**

- Optum Alaska
- Optum Idaho
- Optum Maryland
- Optum Salt Lake County

After creating your One Healthcare ID, return to the Provider Express portal and choose “Log-In”

Enter your One Healthcare ID and password

**One Healthcare ID**

### Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

[Create One Healthcare ID](#)  
[Manage your One Healthcare ID](#)  
[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)

[Chat with support](#)

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

# Registering

**Optum** | Provider Express

If you are contracted in the Optum/OHBS-CA network, you can use the registration process to create your account within Provider Express.

**Register**

The following information is required to register:

**Providers** (individually-contracted clinicians):

1. Provider First Name
2. Provider Last Name
3. Tax ID
4. NPI (Type I - Individual)
5. Last 4 digits of Provider's SSN

**Groups/Practices** (contracted for outpatient, professional services):

1. Group/Practice Name
2. Tax ID
3. NPI (Type II - Organization)

**Facilities** (contracted for inpatient, IOP and other facility-related services):

1. Facility Name
2. Federal Tax ID
3. NPI (Type II - Organization)

If you need assistance or have questions about the registration process, call the Provider Express Support Center at 1 866-209-9320 (toll-free) from 8 A.M. to 10 P.M. Eastern standard time or chat with a tech support representative online.

**Need help? Chat now**

Our chat hours are:  
Monday–Friday: 7:00 a.m. – 7:00 p.m. (CST)

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After creating your One Healthcare ID and signing in for the first time, you will be prompted with this screen, click “**Register**”

\*If you are already registered with another provider/facility, you will need to follow steps to link a new provider:

[Click here to jump to Linking a New Provider](#)

**Optum** | Provider Express

### First-time User

The First-time User process allows you to register and use Provider Express. We will use the information entered in this process

\* - indicates a required field

#### 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

**Cancel**

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**Facility Programs:** Choose “Facility”

# First Time Login - Facilities

**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 - Facility Information**

Please supply the provider information for this registration.

Facility Name: \*

Tax ID: \*

NPI (Type II - Organization): \*

**Step 3 - Relationship**

Please specify your role in the Facility.

Role: \*

- Office Manager/Supervisor
- President/VP/Executive
- Billing/Claims
- Intake/UR
- Reception/Front Desk
- Other Staff

**Step 4 - Contact Information**

First Name: ELIZABETH

Last Name: SCHWARTZ

Email Address: elizabeth\_a\_schwartz@optum.com

**Step 5 - Secure Code**

8w7gk

Please enter the code displayed in the image above.

**Step 6 - Site Use Agreement**

Agreement with the [Site Use Agreement](#) is a requirement of registration to use the secured portion of this web site. \*

Agree

**Submit Registration**

You will need to use the **Facility Name**, **Facility TIN** and **Facility NPI** \*Do not use the individual provider NPI, it must be the **Facility TIN** and NPI

No matter your role in the organization, you must choose either “**Office Manager/Supervisor**” or “**President/VP/Executive**” to access your reports

# Accessing Platinum Provider Reports

The screenshot shows the Optum Provider Express interface. At the top right, the 'More' dropdown menu is open, with 'Provider Reports' circled in red. A red arrow points to this menu. Below the menu, there is a search area with fields for Member ID, First Name, and Group Number. A message box is overlaid on the search area, providing instructions on how to access the reports.

Once you have completed the registration process. Choose “**More**” in the top right of the screen and select “**Provider Reports**”

A message will appear letting you know access to reports will take one business day. After that time, follow the steps for [Accessing Platinum Program Reports](#)

\*It is important that these steps are completed following registration. Clicking on the “**Provider Reports**” link is what triggers the set-up process. It is one business day from clicking on that link specifically, not from the time of registration

# Linking A New Provider

Click here to access [Provider Express](#)

# Linking a New Provider

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MAUD / MOUD

Navigate to the Provider Express portal and click “Log-In”

Enter your One Healthcare ID and password

## One Healthcare ID

### Sign In With Your One Healthcare ID

One Healthcare ID or email address

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[Sign In](#)

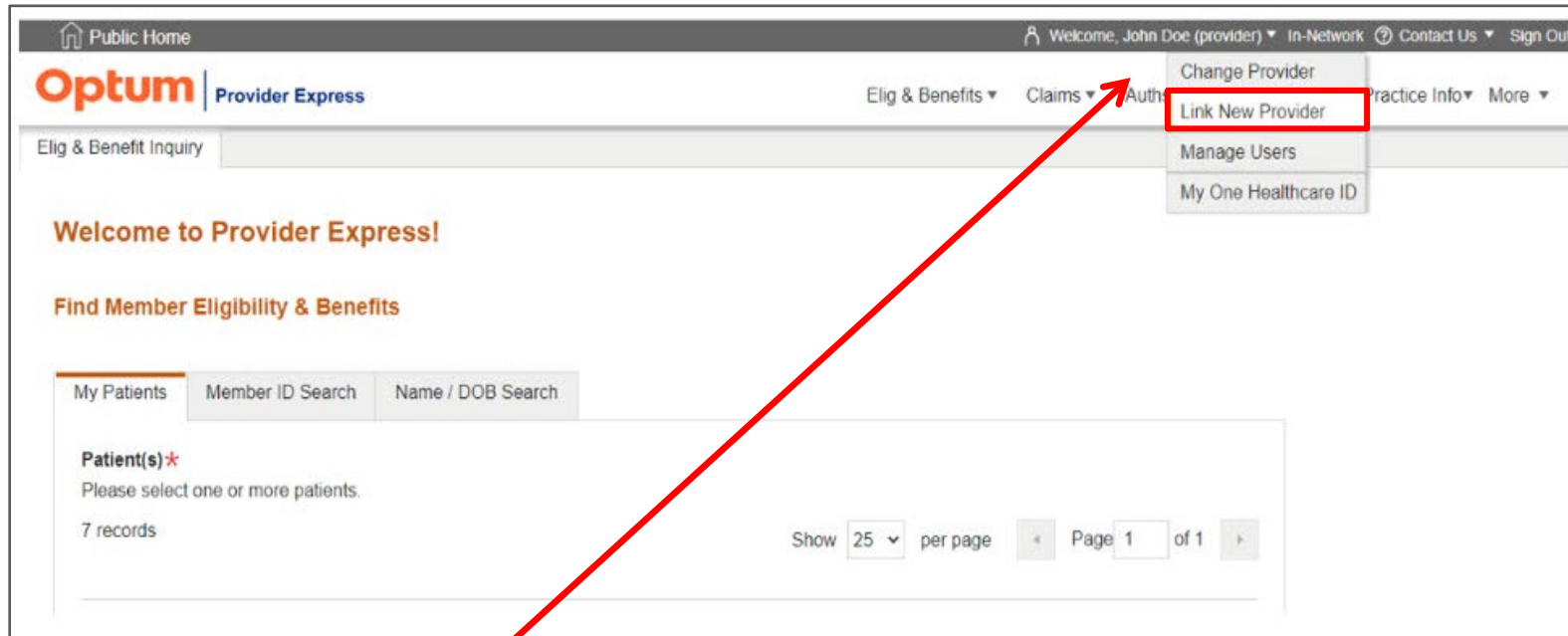
[Forgot One Healthcare ID](#) | [Forgot Password](#)

[Chat with support](#)

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



# Linking a New Provider



Once you have logged in, put your mouse over the entity name in the gray bar at the top right of the screen and select “**Link New Provider**”

\*When you are registered to more than one provider/facility, click “**Change Provider**” to select the provider/facility you would like to view

# Linking a New Provider - Facilities

**Optum** | Provider Express Log Out

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 - Facility Information**

Please supply the provider information for this registration.

Facility Name: \*

Tax ID: \*

NPI (Type II - Organization): \*

**Step 3 - Relationship**

Please specify your role in the Facility.

Role: \*

- Office Manager/Supervisor
- President/VP/Executive
- Billing/Claims
- Intake/UR
- Reception/Front Desk
- Other Staff

**Save & Add New Provider** **Save & Close** **Cancel**

ReviewOnline Users: Please note that access to ReviewOnline will be available the next business day following your registration.

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You will need to use the **Facility Name**, **Facility TIN** and **Facility NPI** \*Do not use an individual provider NPI, it must be the **Facility TIN** and **NPI**

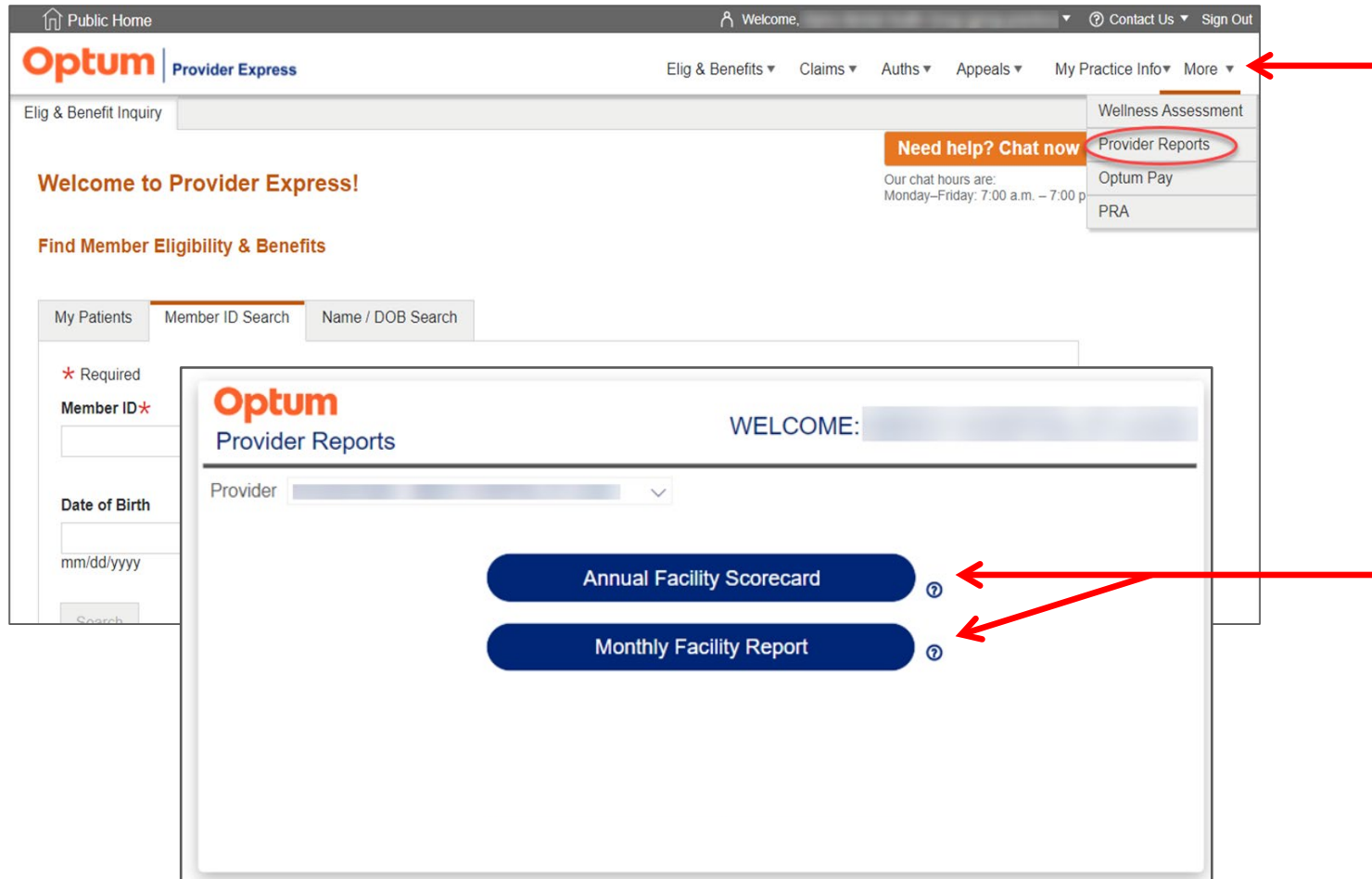
No matter your role in the organization, you must choose either “**Office Manager/Supervisor**” or “**President/VP/Executive**” to access your VBP reports

# Accessing Platinum Reports

Click here to access [Provider Express](#)

\*It can take up to one business day to gain access to your Platinum Reports

# Accessing Platinum Reports



After logging in, navigate to **“More”** in the top right of the screen and select **“Provider Reports”**

Select the report you wish to view, **“Annual Facility Scorecard”** or **“Monthly Facility Report”**


Clicking the question mark **“?”** will open a user guide to help navigate the reports

# Monthly Facility Progress Report

**Optum** | Monthly Facility Progress Report

**Summary Report**

Facility Name | Facility ID | State | Region | YTD | **LOC and Condition** | Tier: Platinum

01/01/23 to 08/31/23 | Acute Inpatient General MH | ? | 

Admission Volume		Overall YTD	Length of Stay Outlier Rate		Overall YTD	30-Day Episode Cost Outlier Rate		Overall YTD
			(% above Cohort Median)			(% above Cohort Median)		
Commercial YTD	Public Sector YTD	25	Commercial YTD	Public Sector YTD	8.0%	Commercial YTD	Public Sector YTD	44.0%
25	0		8.0%	0.0%		44.0%	0.0%	
Benchmark: 20			Benchmark: 50.0%			Benchmark: 50.0%		
Annual Scorecard: 35			Annual Scorecard: 22.9%			Annual Scorecard: 28.6%		
Annual Scorecard: 0			Annual Scorecard: 0.0%			Annual Scorecard: 0.0%		

30-Day Readmission Rate		7-Day Follow-up after Hospitalization Rate		30-Day Follow-up after Hospitalization Rate	
Commercial YTD	Public Sector YTD	Commercial YTD	Public Sector YTD	Commercial YTD	Public Sector YTD
8.0%	0.0%	62.5%	0.0%	75.0%	0.0%
Benchmark: 7.9%		Benchmark: 52.4%		Benchmark: 76.8%	
Annual Scorecard: 5.7%		Annual Scorecard: 50.0%		Annual Scorecard: 88.5%	
Annual Scorecard: 0.0%		Annual Scorecard: 0.0%		Annual Scorecard: 0.0%	

Annual Scorecard is from 01/01/2022 to 12/31/2022

To view the data, you must first select the “**Level of Care and Condition**” using the drop down in the top right

You can download and share the report by using the Excel icon at the top right of the screen

# Annual Facility Scorecard

Select a level of care and condition

- Acute Inpatient General MH
- Acute Inpatient General MH
- Acute Inpatient SUD

Facility Name

Facility ID

Region

Date: April 2023

Date Time Period: 2022-01-01 to 2022-12-31

## Annual Facility Scorecard

	Metric Criteria	Overall			Commercial			Public Sector		
		Facility	Benchmark	Met	Facility	Benchmark	Met	Facility	Benchmark	Met
		Acute Inpatient General MH	Admission Volume	558			245			313
	Length of Stay Outlier Rate (% above Cohort Median)	26.2%	<=50%	✓						✓
	30-day Episode Cost Outlier Rate (% above Cohort Median)	44.8%	<=50%	✓						✓
	30 Day Readmission Rate				10.0% <small>(241 Qualified)</small>	8.0%	✗	16.3% <small>(301 Qualified)</small>	14.8%	✗
	7-Day Follow-up after Hospitalization Rate				45.2% <small>(197 Qualified)</small>	47.9%	✗	23.0% <small>(235 Qualified)</small>	33.1%	✗
	30-Day Follow-up after Hospitalization Rate				75.1% <small>(197 Qualified)</small>	75.0%	✓	49.8% <small>(235 Qualified)</small>	58.1%	✗

Please use either of these two ways to take a print of this page:

1. Press ctrl+p from your keyboard. (or)
2. Right click on the screen and select the print command.

Please check 'Background graphics' from more settings on print window.

Passed 2 of 5 Metrics

Not Platinum

Please direct questions about your Platinum data to [platinumprogram@optum.com](mailto:platinumprogram@optum.com)

To view the data, you must first select the “**Level of Care and Condition**” using the drop down in the top left

Instructions for printing the report are in the bottom left of the screen

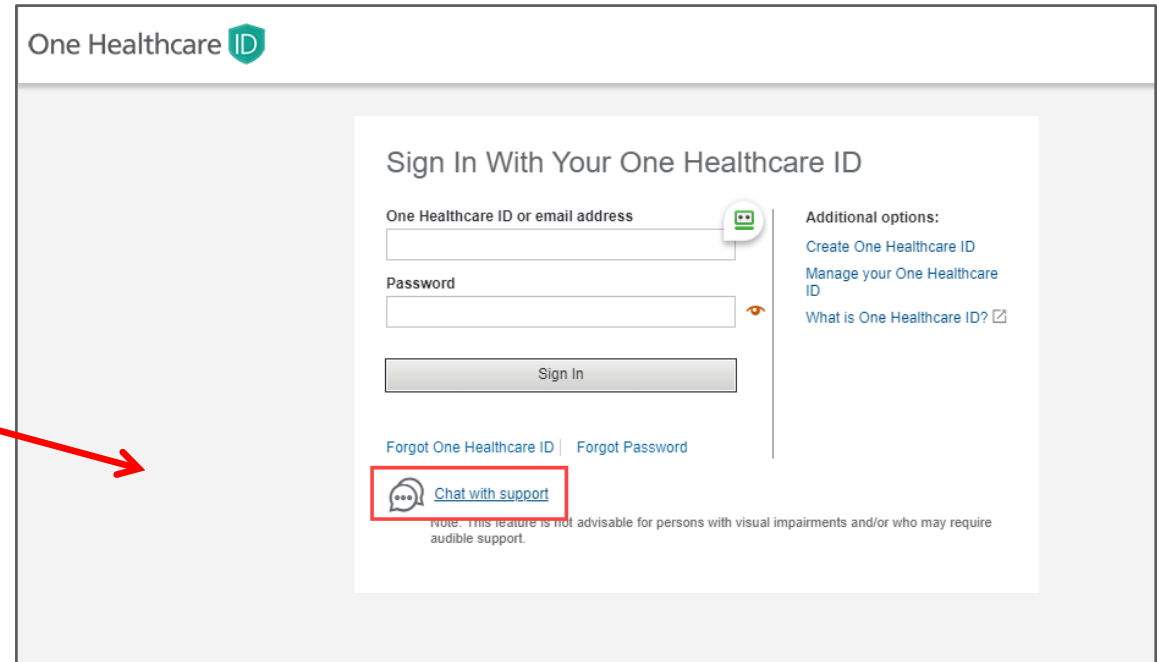


# Support

# One Healthcare ID Support

For issues with your One Healthcare ID:

Call: 1-855-819-5909 Or you can click the “**Chat with Support**” hyperlink from the sign in screen



# Provider Express Support

## For issues with Provider Express:

Call: 1-866-209-9320 Or you can click the “**Need help? Chat now**” box from the main screen

## Unable to Access your Reports 24 hours after registering?

You will need to call or utilize the chat now feature to report the issue. There are many different reports available through Provider Express. To make sure you get connected to the correct support team, **specify that you are unable to access your Platinum Reports**

If you need assistance or have questions about the registration process, call the Provider Express Support Center at 1 866-209-9320 (toll-free) from 8 A.M. to 10 P.M. Eastern standard time or chat with a tech support representative online.

**Need help? Chat now**

Our chat hours are:  
Monday–Friday: 7:00 a.m. – 7:00 p.m. (CST)

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