

AI Virtual Assistant

24/7 real-time support, personalized answers and navigational help

Get to know Optum's AI-Powered Virtual Assistant

Help yourself to 24/7 real-time answers and support whenever, wherever you're at with our AI-Powered Virtual Assistant.

Accessible in both the Provider Express secure portal **and** on Providerexpress.com, our AI Assistant helps you complete administrative tasks quickly with personalized information and improved navigation.

No calls. No emails. Just answers. So you can get back to the work that matters most – delivering exceptional patient care.

Get answers

AI Virtual Assistant in the secure portal

- **What to expect:** Get answers to common questions and status updates, find member- and provider-specific information, and be guided quickly through administrative tasks – all in a safe and secure environment. Need escalated support? You'll be directed to a live agent or our toll-free number for additional help (during business hours). Here's a snapshot of its evolving capabilities:
 - Check network participation status (provide NPI, TIN and provider type)
 - Check credentialing status
 - View affiliated networks (including status and effective dates)
 - Check member benefits
 - Check claim status
 - Review clinician rosters (provide group NPI and TIN)
 - Confirm member eligibility for services
- **How to access:**
 - From any page on Providerexpress.com, [log in to the Provider Express secure portal](#) with your One Healthcare ID.
 - Don't have a One Healthcare ID? Simply select Create a One Healthcare ID from the log in page and follow the steps. For more information, check out the [Create a One Healthcare ID self-paced guide](#).
 - Tap the AI Virtual Assistant icon on any page
 - Choose your topic from the available topics drop-down menu or ask a question in the field provided to get started

AI Virtual Assistant on Providerexpress.com

- **What to expect:** The AI Virtual Assistant answers your top questions, checks benefit details and puts information found on Providerexpress.com at your fingertips. Just ask. If your question can't be answered or is more complex, you'll be directed to a live agent within the secure portal or our toll-free number for additional support during business hours.
- **How to access:** Select the AI Virtual Assistant icon from any page of [Providerexpress.com](#) to get started.

Talk to us

We're continually refining the AI Virtual Assistant thanks to your feedback. The result? More information and answers are available every week.