

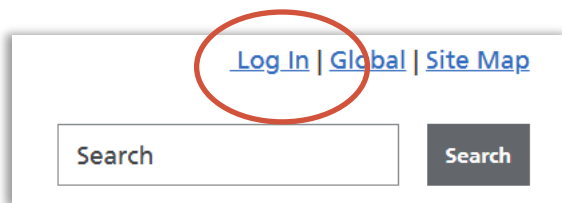


Provider Express Secure Portal

Identity Verification for New Portal Registrations

Registration for first-time users

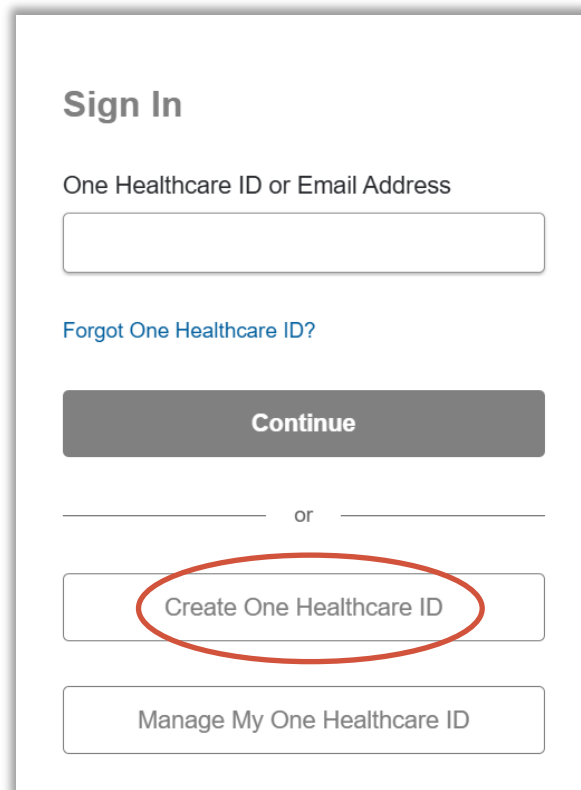
Setting up a Provider Express secure portal account begins on Providerexpress.com



- Select “Log In” in the upper right corner
- Then select “Create One Healthcare ID”
- Follow the prompts to create a unique ID and password

Need help?

- Review the [guide to create your ID](#)
- Contact the One Healthcare ID Support Team at **1-855-819-5909**
 - Available 7 a.m. – 7 p.m. CT

A screenshot of the 'Sign In' page on the Provider Express website. The page has a white background. At the top, it says 'Sign In' in bold. Below that is a text input field labeled 'One Healthcare ID or Email Address'. Underneath the field is a link that says 'Forgot One Healthcare ID?'. Below the link is a dark grey button with the word 'Continue' in white. Below the button is a horizontal line with the word 'or' in the center. Below the line is a button with the text 'Create One Healthcare ID', which is circled in red. At the bottom is another button with the text 'Manage My One Healthcare ID'.

NEW – Identity verification

After the One Healthcare ID and password have been created, the identity verification process begins. You'll need their mobile device and a government-issued ID.

- Start by **scanning the QR code**.
- **Note:** You have 3 minutes to complete this process before the system times out.



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 to verify your identity and setup your account.

* - indicates a required field

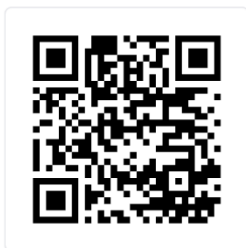
Let's start by verifying your identity

Follow these steps to provide the required documentation. You have 3 minutes to complete these steps:

Please scan the QR code with your mobile device. You'll be prompted to allow access to your camera.

Next, review the list of acceptable IDs. Then click Capture my ID to take a photo of your ID.

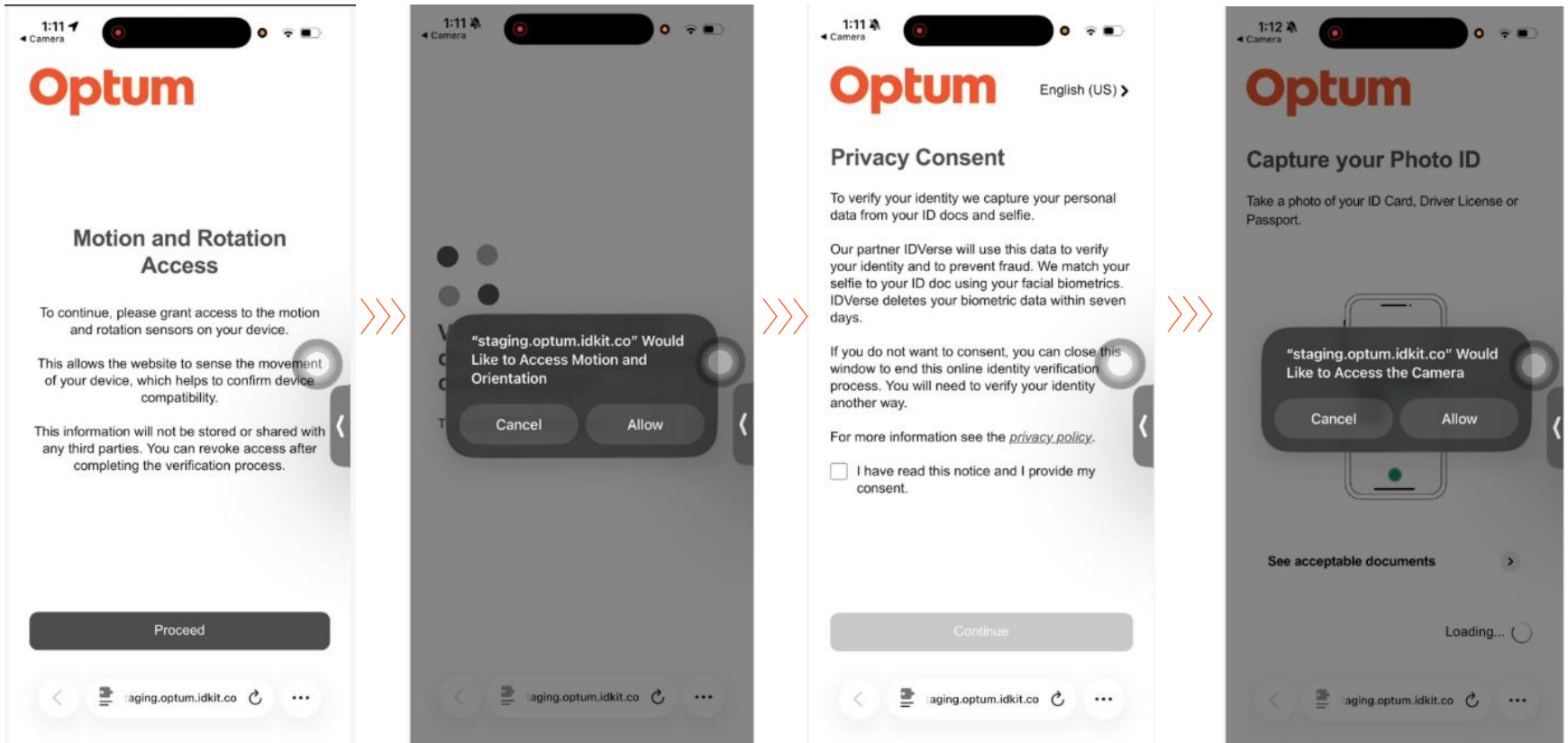
You'll then be asked to take a photo (selfie) that will be used to match you to your ID.



This new step ensures the Provider Express secure portal has the most secure registration process available – protecting both provider and member information.

Follow the system prompts

This connects your phone with the verification system

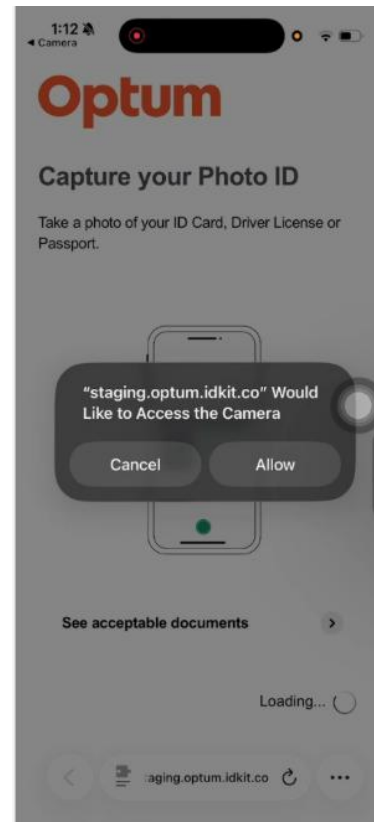
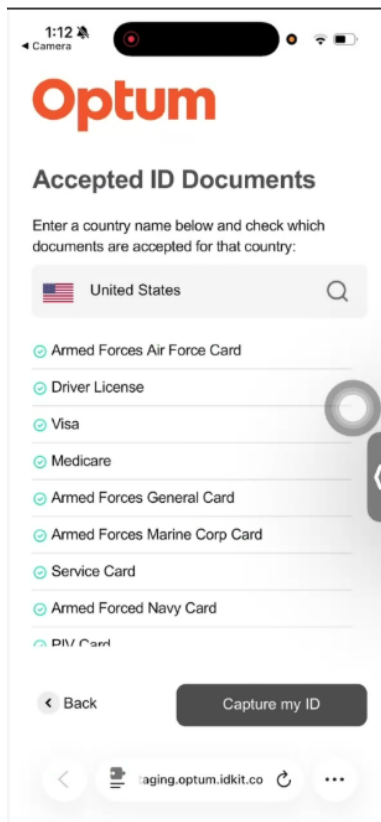


You can revoke access after the verification process is complete. The photos captured as part of this process are deleted from the system within 7 days.

Adding a government-issued ID is next

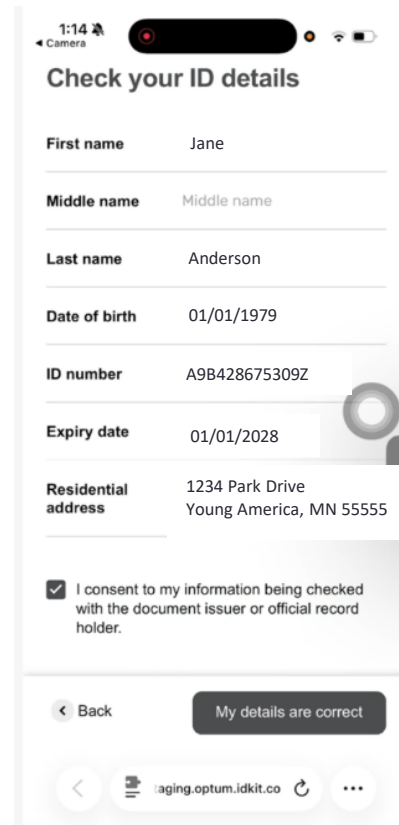
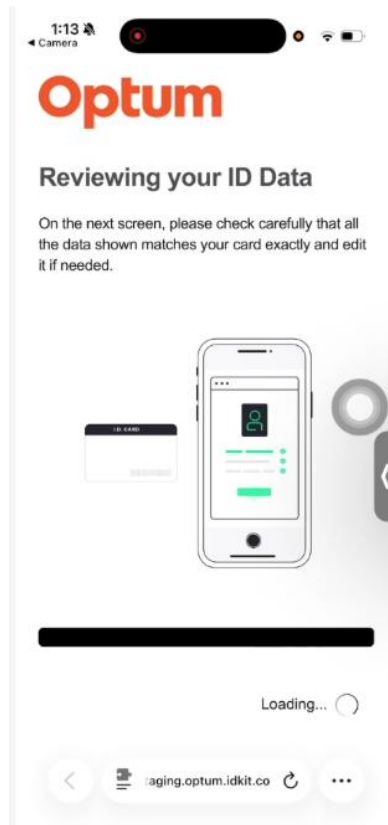
After the One Healthcare ID and password have been created, the identity verification process begins. You'll need your mobile device and a government-issued ID.

- Review the list of acceptable IDs and select the one you'll use for verification
- Click **Capture my ID** – Please check the focus to ensure the image is legible
- **Allow** the system to access the camera and take a clear photo of the ID



Confirm your data is correct

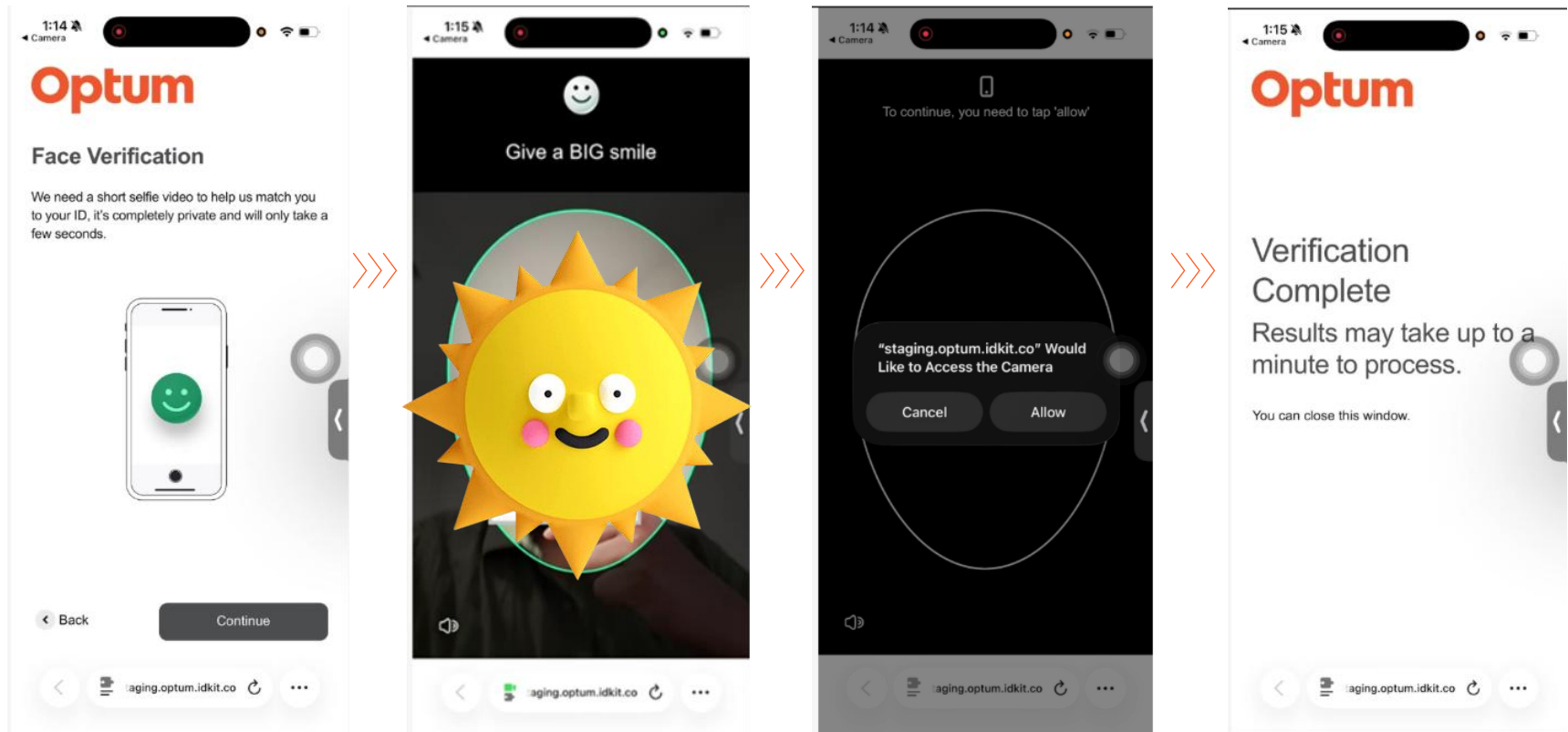
- If the data is correct, click **My details are correct**
- If it's not correct, click **Back** to take another photo



Next: A selfie

To verify identify and prevent fraud, the ID is matched to your selfie using facial biometrics.

- Follow the prompts to take a photo of your face (selfie)
- If the photo is out of focus, you'll be prompted to take another.



Once the system has finished processing, you'll be prompted to close the window on your phone

Three possible outcomes from the verification process

Outcome #1 – Your identity has been verified

- Return to the portal registration page on the computer to view your status
- If you see the message in green, you can continue with your secure portal registration
- In **Step 1**, simply click your **User Type** to begin



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Let's start by verifying your identity

✓ Your identity has been successfully verified. You can now continue with registration.

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

Outcome #2 – The 3-minute timeframe has expired

- The system will time out if it takes more than 3 minutes to upload your ID, take a selfie and run the facial biometrics between your ID and photo
- First, click **Check Status** to see if your identity was verified
 - If it was, **Step 1** will become active (clickable) to continue your registration
- If verification was not completed, click **Start Over** to take new images of your ID and selfie



First Time User

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Let's start by verifying your identity

The 3-minute verification period has ended. Please click Check Status to see if your identity has been verified. If it has, you can continue with your registration. If it indicates the verification process was not completed, please click Start Over to begin again.

Check Status

Start Over

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

Registration Step 1 cannot be accessed until your identity verification is complete.

Outcome #3 – We could not verify your identity.

- If you see the message in red, it means your identity couldn't be verified using the facial biometrics review of your ID and selfie.
- Please call the Provider Express Support team to discuss next steps.
 - **1-866-209-9320**, 7 a.m. – 7 p.m. CT, Monday – Friday



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 to verify your identity and setup your account.

* - indicates a required field

Let's start by verifying your identity

We are unable to verify your identity at this time. Your Provider Express secure portal registration cannot be completed at this time.

Please contact the Provider Express Support Center at 1-866-209-9320, 7 am – 7 pm CT, Monday – Friday.

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