One Healthcare ID

Your Quick Reference Guide to registering for the first time.

Logging into the secure transactions area of Provider Express offers you many benefits and allows you to perform many functions of doing business with Optum Behavioral Health quickly and more efficiently. This video will provide a brief overview for creating your One Healthcare ID login credentials.

To begin with, click on the First-Time User link in the upper right of any public-facing page on Provider Express.

On the login screen you will Create One Healthcare ID from the choices on the left.

Enter your first, last name, your date of birth, your email and a then create a secure password for yourself.

One Healthcare ID
Quick Reference Guide

2

Profile Information

First name

Last name

Year of birth

Sign In Information

Your email address

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

Type password again

Security Questions and Answers

Security question 1

- --Select--
- What is your best friend's name?
- What is your favorite sports team?
- What is your maternal grandmother's maiden name?
- What is name of the company of your first job?
- What was your first car make and model?
- What was your high school mascot?
- What is your mother's maiden name?
- What is your father's middle name?
- What is the name of your first pet?
- What school did you attend in first grade?
- What is the city and state of your birth?
- What was your dream job as a child?
- What is your childhood nickname?

Security question 3

--Select--

Security answer 3

You must agree to the Terms of Use and Website Privacy Policy to use the One Health
service. If you do not agree, click Cancel and do not use any aspect of the One Health
service.

Enter

- ✓ First name
- ✓ Last name
- ✓ Date of birth
- ✓ Email address
- ✓ 3 security questions

Before submitting this information, we also ask that you agree to the Terms of Use and our Website Privacy Policy. Please know that we never share your information with third parties outside of UnitedHealth Group or Optum.

Click the I Agree button to move forward and affirm the submission process.

Additionally, we will ask you three security questions from which you pick from drop-down menus.

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One Healthcare ID

Quick Reference Guide

Next Step: Verify Your Email Address

1. **Check your email inbox** (dem******um@sharklasers.com) for a message from One Healthcare ID (noreply@onehealthcareid.com).

2. **Click on the activation link** in the email or enter the 10-digit activation code.

10-digit activation code

●●●●●●●●●●●

[Next]   Cancel

...waiting for your activation code? Resend email or upda...

...see it, check your junk or spam folders. You ma...
...ress to your approved senders.

...assistance, contact support at 1-855-819-5909 or optumsupport@optum.com

Email Address Verified

✓ Your One Healthcare ID is ready to use. Click the Continue button below to finish.

[Continue]

3

You'll receive a verification email with an activation link you can click on or a 10-digit activation code which can be entered as shown

An activation email will be sent to the email you submitted. Click on the activation link or enter the 10-digit activation code received in the activation email and click the **Next** button.

If you don't see the activation email within a few minutes, check junk or spam folders. You can also have the activation email resent or you can contact support at 1-855-819-5909 or email optumsupport@optum.com.

Complete your profile entering your TIN number, Tax ID type, last four digits of your social security, Medicaid ID, and the relation to the provider being represented by the actual user registering this account.
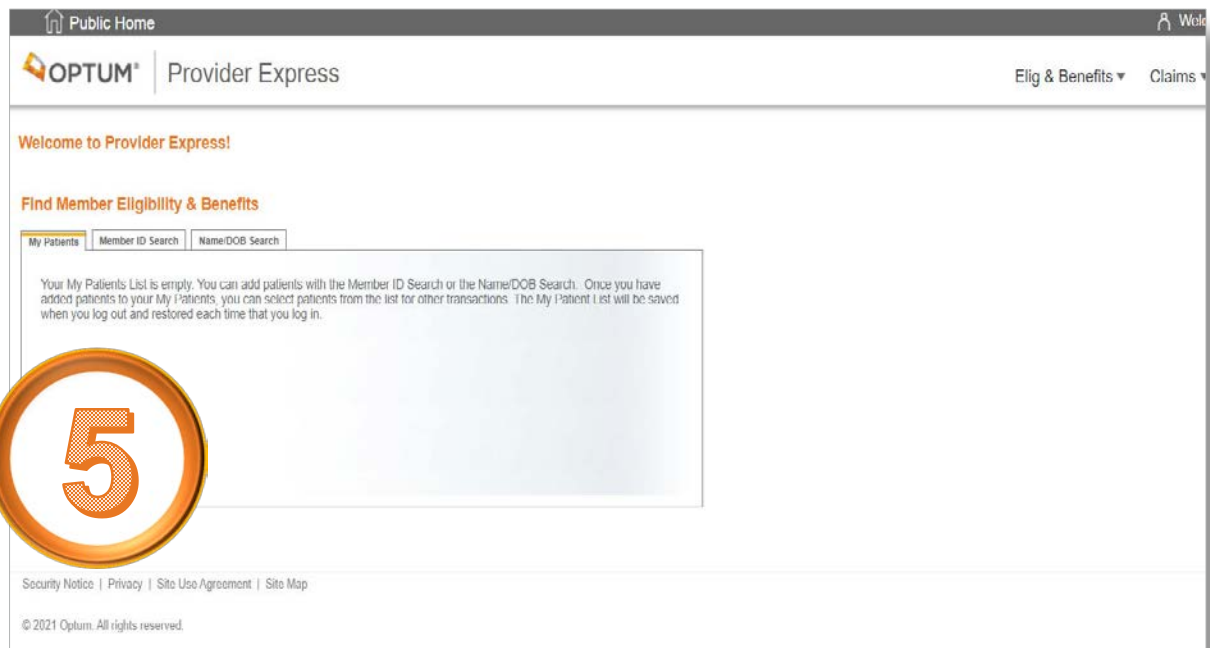
To ensure utmost security with this confidential information, you will also need to enter a Captcha code at the bottom of the page.

Once all the required fields are completed, click on the Submit Registration button.

One Healthcare ID
Quick Reference Guide

A successful registration will bring you to the Eligibility and Benefits landing page in the secure transactions area of Provider Express. This is the page you will now come each time you login to Provider Express. It is here where you can begin your search for members under your care.

But we also encourage you to explore the many facets of the secure transaction area in Provider Express under the various drop-down menus located in the upper right of the screen.