

One Healthcare



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.

The screenshot shows the Optum Provider Express website. A large orange circle with the number 1 is overlaid on the top left. In the top right corner, the 'First-time User' link is circled in red. The page features a navigation bar, a search bar, a main banner for virtual visits, and several news and quick links sections.

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.

One Healthcare ID

Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

Sign In

[Create One Healthcare ID](#)

[Manage my One Healthcare ID](#)

[What is One Healthcare ID?](#)

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

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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

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



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

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

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

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.

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

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.

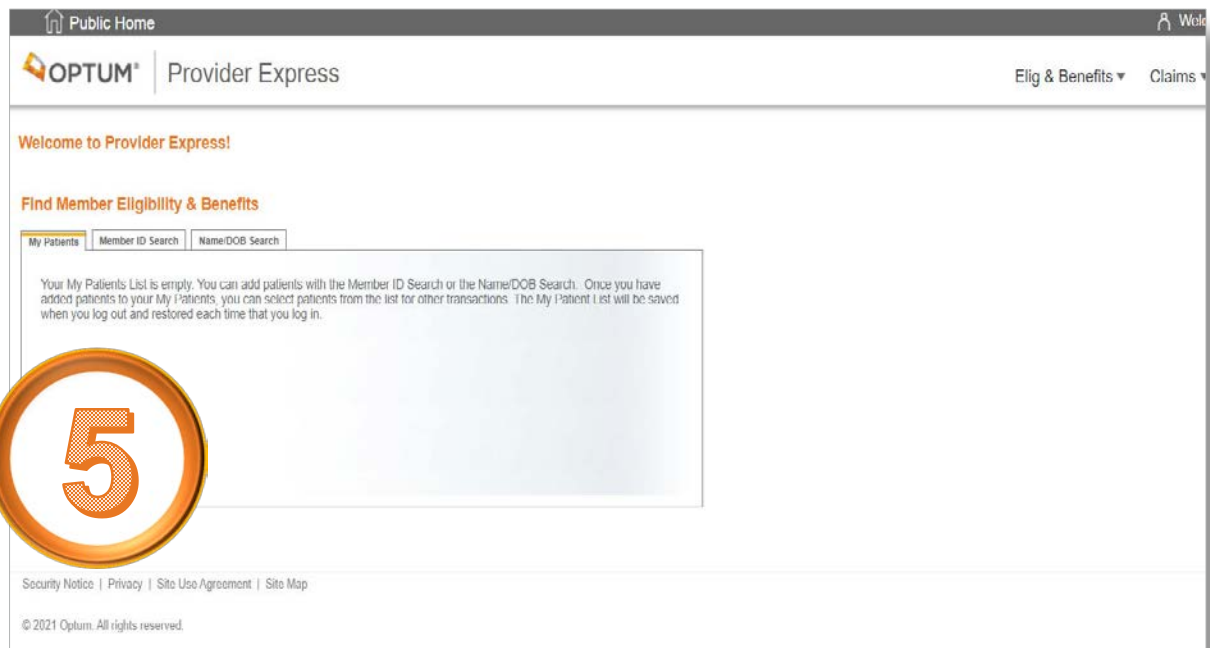
To ensure utmost security with this confidential information, you will also need to enter a Captcha code at the bottom of the page.

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

The screenshot shows the Optum Provider Express registration interface. A large orange circle with the number '4' is overlaid on the top left. The form includes several sections: 'Step 2 - Provider Information', 'Step 4 - Contact Information', 'Step 5 - Security Code', and 'Step 6 - Site Use Agreement'. In the 'Step 5 - Security Code' section, a red circle highlights a CAPTCHA image showing the code '8f8p6' and a corresponding input field containing the same code. In the 'Step 6 - Site Use Agreement' section, a red circle highlights the 'Submit Registration' button. The 'Relationship to Provider' section shows 'Provider' selected with a radio button. The 'Email Address' field contains 'demo2_optum@sharklasers.com'. The 'Tax ID Type' field is highlighted with a red circle.

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.



The screenshot shows the 'Public Home' interface for 'OPTUM® Provider Express'. The page includes a navigation bar with 'Elig & Benefits' and 'Claims' dropdown menus. The main content area is titled 'Find Member Eligibility & Benefits' and features tabs for 'My Patients', 'Member ID Search', and 'Name/DOB Search'. A message states: 'Your My Patients List is empty. You can add patients with the Member ID Search or the Name/DOB Search. Once you have added patients to your My Patients, you can select patients from the list for other transactions. The My Patient List will be saved when you log out and restored each time that you log in.' At the bottom, there are links for 'Security Notice', 'Privacy', 'Site Use Agreement', and 'Site Map', along with the copyright notice '© 2021 Optum. All rights reserved.' A large orange circle with the number 5 is overlaid on the left side of the page content.