Optum

Optum Health

Accessing the Optum Pro portal

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Important

When creating a One Healthcare ID and/or registering for Optum Pro, use the same unique email address, first and last name for both OHID and Optum Pro.

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Overview

This document covers the two requriements needed to access Optum Pro including:

1. having a One Healthcare ID (OHID), and
2. completing the registration for Optum Pro.

We'll start with your One Healthcare ID status and go from there.

One Healthcare ID

Follow the steps that are right for you:

- I have (and know my) One Healthcare ID and password — access the Optum Pro portal using your One Healthcare ID.
- I have a One Healthcare ID but do not recall the ID and/or password — go **here**
- I do not have a One Healthcare ID — go **here**

Troubleshooting

Having trouble getting in? Receiving error messages or other requests?

See **here** for more.

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One Healthcare ID

I don't have a One Healthcare ID

1. Start by accessing <u>this URL.</u>
2. Select **Create One Healthcare ID.**
3. Enter your information, create security questions and select **Continue.**
   » **Ensure you use a unique email address (shared email addressess will prevent registration approval in Optum Pro).**
4. Check your email inbox. In an email from One Healthcare ID, select **Activate my One Healthcare ID.**
5. In the browser that opens, select **Continue** to verify the email address.
6. Continue on to registration — go **here**.

### I have an ID, but do not remember it and/or the password

1. Start by accessing <u>this URL</u>.
2. What don't you recall?

   » ID: select **Forgot One Healthcare ID?**
   » Password: enter your **ID**, select Continue and then select **Forgot Password?**

3. Once you've solved for the above, continue on to registration— go **here.**

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Optum Pro

Self registration (you didn't receive an email from Optum Pro)

1. Start by accessing the [Optum Pro portal](). Chrome, Edge and Firefox are the preferred browsers.
2. Select the **Register for Optum Pro** button.
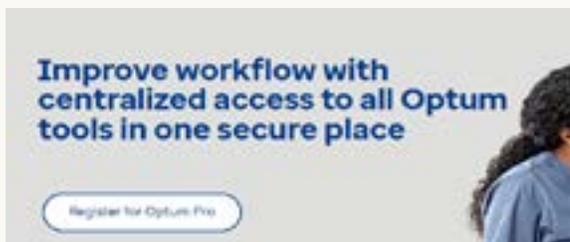
3. Choose your category; either **Contracted Professional** or **Business Vendor**.
4. Sign in using your One Healthcare ID (if needed).
5. You are then notified you have four steps to complete. Select **Complete the next step**.

   Step 1: Select your state from the dropdown.

   Step 2: Enter your identifier
   › if you are aligned with multiple Tax IDs, you may enter up to 30.
   › If you need to add more than 30 TINs, use the Contact Us feature **after you've signed into the portal for the first time** and provide the additional organizations needed.

   Step 3: Select your role from the dropdown list.

   Step 4: Select the appropriate job funciton(s) aligned to your daily duties.

6. Verify the information you entered is correct. Make any corrections needed and select **Submit to administrator** when complete.
7. You will receive an email within the next 1-2 business days.

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Clinician association - CA only

The first time you log into the portal, you will be asked to select the clinician(s) you are aligned with.
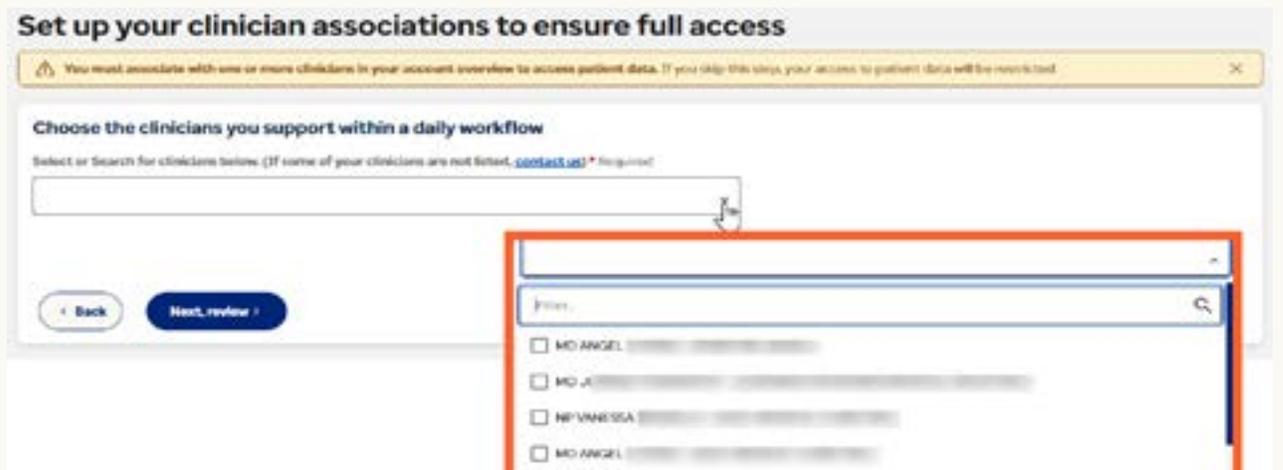
If you need to edit those changes, select Account Overview from the dropdown in the upper right.
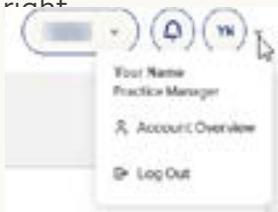
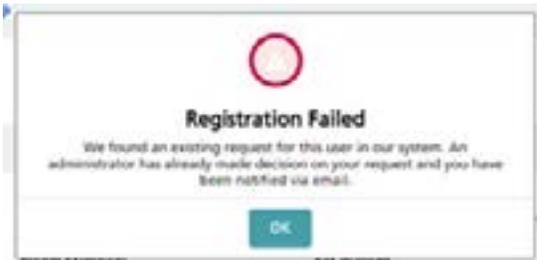Select **Add clinician association** in the **My clinician associations** section and make your selections.

From there, add clinicians you're associated with via the dropdown. If a clinician is not listed, use the **Contact Us** link.

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Troubleshooting

Issue	Next steps
Attempting to create One Healthcare ID and receive the following message:	If the email you entered is unique to you, choose the first Sign In button if you already have a One Healthcare ID linked to the email. If you forgot your ID or password, see the steps on page 2 or select the **Forgot my One Healthcare ID** link. Do not choose the second option; you must have a unique email address for Optum Pro.
You are advised you have two accounts and are asked to merge accounts. You then receive the following message:	Attempt to refresh the screen. If the issue persists, use the **Contact Us** link to describe your issue. Someone will make sure the correct address and IDs are attached.
You received the following message:	A request is already in the system with the email you're trying to use. If the email is a shared address, register again with a unique email address. Work with your coworkers to decide who will/won't use the shared address.

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Market capabilities and User role grid

Role	Portal capability: Patient panel	Portal capability: Referrals (Order Utility)	Portal capability: Patient search/ Eligiblity	Portal capability: Document Mgmnt	DataCORE	CURO	ADTs	My Agreements	NAVI Health	Risk Strat.
Primary Care Physician	X	X	X	X	X	X	X		X	
Registered Nurse	X	X	X	X	X	X	X		X	X
Nurse Practioner/ Physican Assistant	X	X	X	X	X	X	X		X	X
Medical Assistant	X	X	X	X	X	X	X		X	X
Front office	X	X	X	X	X	X	X		X	
Practice manager	X	X	X	X	X	X	X	X	X	
Specialist/ Hospitalist			X	X	X	X			X	
Billing Specialist		X	X	X	X	X				

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Role	Portal capability: Patient panel	Portal capability: Referrals (Order Utility)	Portal capability: Patient search/ Eligiblity	Portal capability: Document Mgmnt	DataCORE	CURO	ADTs	My Agreements	NAVI Health	Risk Strat.
Medical Director	X		X	X	X	X	X		X	
Provider/ patient relations mgr	X		X	X	X	X	X		X	
Operations Director	X	X	X	X	X	X	X		X	
Referral /Care coordinator	X	X	X	X	X	X	X		X	
Site Admin. (SA)	X		X	X	X	X	X		X	
Corporate Operations	X	X	X	X	X	X	X		X	

Additionally, all roles have access to **Education and Training** as well as **News & Alerts**.

For California markets:

All roles have access to Claims. It's not an SSO, links to the portal.

All roles have access to Reporting. Not an SSO connection; links to a different portal.