



*Optum Care*

## Accessing Optum Pro

### 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.**

### Overview

This document covers the two requirements 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 — go [here](#)
- 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 [this URL](#)
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 addresses 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. Determine registration status for Optum Pro — go [here](#).

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

1. Start by accessing [this URL](#).
2. What don't you recall?
  - » ID: select **Forgot One Healthcare ID?**
  - » Password: enter your **ID**, select **Continue** and then select **Forgot Password?**
3. Determine registration status for Optum Pro — go [here](#)



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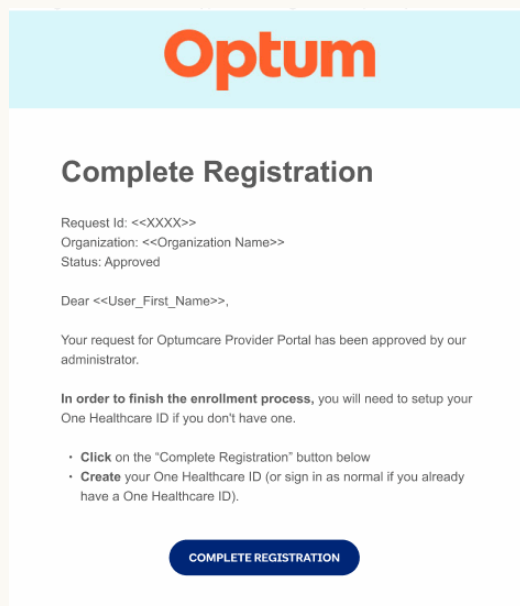
### Optum Pro

#### Registration status

*Check your email inbox for an email from donotreply@optum.com.*

*Check all possible email accounts and junk mail folders.*

- If you received this email (below) from Optum Pro, go [here](#).
- If you did not receive the email, 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. In the top right, select **Register Now**.



3. Select either Tax ID or Organization Name
4. Enter the Tax ID or Organization Name and select **Search**
  - » For Tax ID:
    - › make sure to include dashes
    - › if you are aligned with multiple Tax IDs, enter your primary one. An administrator will align you others.
  - » For Organization:
    - › the name must be as it is in the system.
5. From the list that displays, choose your organization and then select **Next**
6. Enter personal information into all of the required fields and select **Next**
  - » **Ensure you enter the same unique email address you used with your One Healthcare ID account.**
7. Verify the information you entered is correct. Make any corrections by selecting the pencil icon for that section. Select **Submit** when complete.
8. You will receive an email that you submitted your registration.
9. You will later receive an email to complete your registration once approved. Go [here](#) for next steps.



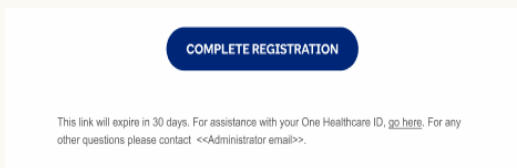
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### Optum Pro

#### Complete registration from email



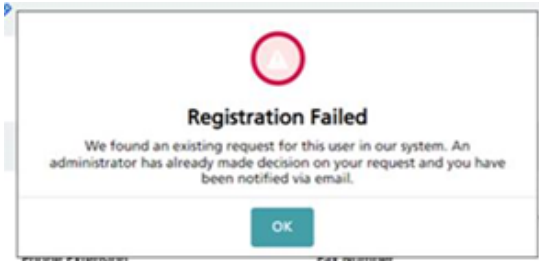
1. Within the email you received, select **Complete Registration**.



2. A browser window opens and asks for your One Healthcare ID and password. Enter those and select **Sign In**.
3. The Optum Pro portal displays.  
\*To log into the portal in the future, save [this URL](#) to your favorites.
4. At the top right of the pre-login page, select **Sign In**.



### Troubleshooting

Issue	Next steps
<p>Attempting to create One Healthcare ID and receive the following message:</p> 	<p>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 <a href="#">page 2</a> or select the <b>Forgot my One Healthcare ID</b> link.</p> <p>Do not choose the second option; you must have a unique email address for Optum Pro.</p>
<p>You are advised you have two accounts and are asked to merge accounts. You then receive the following message:</p> 	<p>Attempt to refresh the screen. If the issue persists, use the <b>Contact Us</b> link to describe your issue. Someone will make sure the correct address and IDs are attached.</p>
<p>You received the following message:</p> 	<p>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.</p>