



*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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#### 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](#).



#### Complete Registration

Request Id: <<XXXX>>

Organization: <<Organization Name>>

Status: Approved

Dear <<User\_First\_Name>>,

Your request for Optumcare Provider Portal has been approved by our administrator.

In order to finish the enrollment process, you will need to setup your One Healthcare ID if you don't have one.

- Click on the "Complete Registration" button below
- Create your One Healthcare ID (or sign in as normal if you already have a One Healthcare ID).

[COMPLETE REGISTRATION](#)

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#### 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.



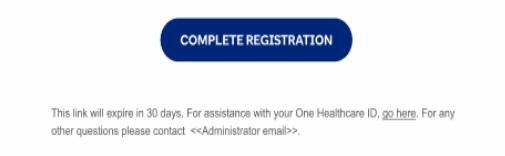
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#### Complete registration from email

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**.



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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 <a href="#">page 2</a> or select the <b>Forgot my One Healthcare ID</b> link.
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 <b>Contact Us</b> 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.