



Resources for physicians, administrators and healthcare professionals

Optum ID name changing to One Healthcare ID

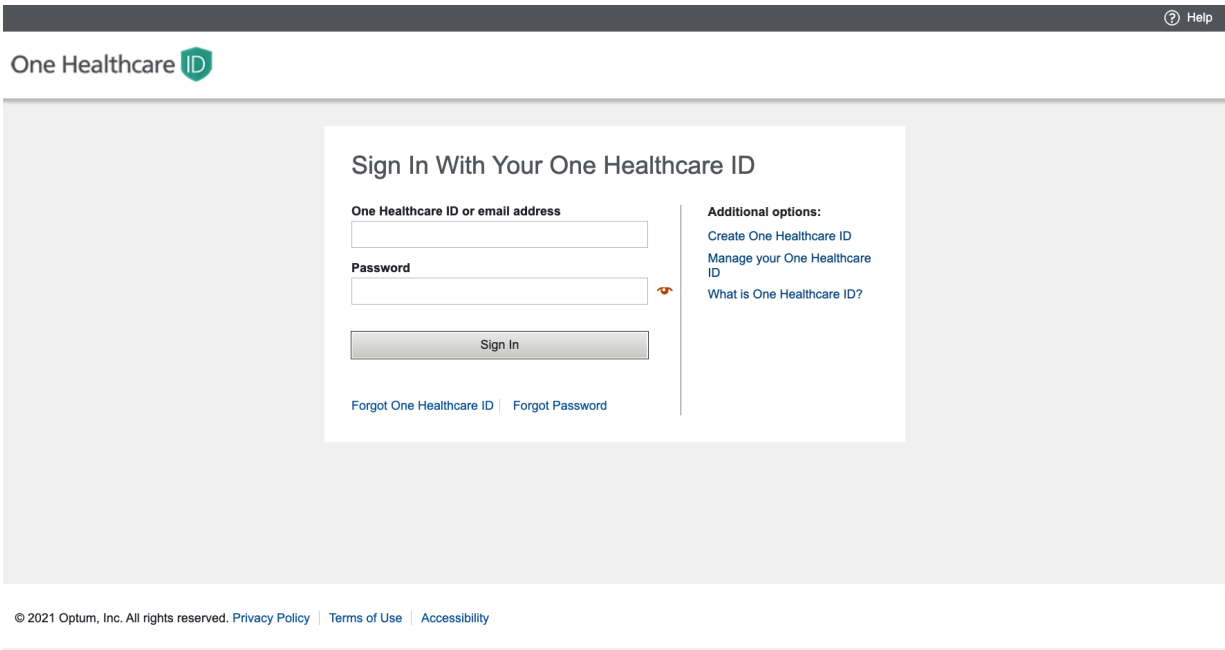
Last modified: April 12, 2021

On the evening of April 9, 2021, Optum ID was re-named One Healthcare ID as part of our digital initiatives, technology updates and migration of UnitedHealthcare services to a new cloud platform.

What this change means for you

- **Do not use any existing bookmarks to access the log-in page.** Previous bookmarks no longer work because of the transition to a new cloud platform.
- **To log in**, go to [UHCprovider.com](https://uhcprovider.com) or provider.linkhealth.com and click Sign In in the upper right-hand corner to get to the One Healthcare ID sign-in page.
- **You do not need to create a new User ID and password.** Log in as usual with your existing ID and password. Your account and online applications will work the same.
- **You will need to verify your identity upon your initial login.** The multi-factor authentication process asks you for additional information to help ensure you are who you say you are. This is a way to protect your information and our members' information. Here's how it works:
 - You will be asked whether you would like to receive your new access code by email, text or phone call
 - Text is the fastest way to receive an access code
 - If you choose the mail option, please verify your email address is up to date. Go to Manage Your One Healthcare ID and click on Verification Options. Please allow up to 10 minutes to receive the access code by email.
 - You can check the box to skip this step for future authentication on that computer
 - You will need to follow this same process on each new computer you use to access the UnitedHealthcare Provider Portal

Your updated login page will look like this:



Feedback

Questions? We're here to help.

Please contact UnitedHealthcare Web Support toll-free at **1-866-842-3278**, option 1, or providertechsupport@uhc.com, 7 a.m. – 9 p.m. Central Time, Monday – Friday. Thank you.

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