# Optum

## Upcoming Changes: One Healthcare ID - April 30, 2025

Starting **April 30, 2025**, email will no longer be supported as a method for secondary authentication (MFA) due to its lower security unless the portal you are accessing has approved exception. Users are required to set up a One Healthcare ID (OHID) with an appropriate Multi-Factor Authentication (MFA) method; before this date to ensure uninterrupted access to the provider portal.

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## Frequently asked questions:

### Why this change is being made?

- This update is part of our effort to improve the security of your account. Email-based MFA is less secure compared to other methods, such as an authenticator, phone, or passkey, which offer stronger protection against unauthorized access.

- Passkey and Recovery Code functionality is being added to enable more secure methods for authenticating the user during sign-in and recovery. This is new password-less authentication method on OHID.

### What actions are required?

- Please ensure that you set up One Healthcare ID (OHID) by **April 30, 2025**. You will need to establish at least one of the following: Phone, Authenticator, or Passkey.

- Refer to the [OHID help-center](OHID help-center) for more details on these methods.

### What email address should I use?

- Existing Orthonet Portal users will have a profile pre-populated after the OHID is created. Please make sure to use the same email address previously used on the Orthonet portal when creating your OHID.

### What if I have a shared account?

- Beginning **April 30, 2025**, all users will be required to have a unique login to the portal. It is not recommended to setup a shared account due to the Multi-Factor Authentication process.

### How do I create a new account?

- Users will continue using the [New User-Account Request Form](New User-Account Request Form) to request portal access. After your account is created, you will receive instructions on how to create a One Healthcare ID (OHID). These accounts will be connected after all steps are completed.

### Is there a limit to the number of OrthoNet web accounts our office/practice can have?

- No. Your practice/group/personnel can have multiple accounts. However, each web portal account needs a unique/different email address.

### Do I need to enter the "Provider ID" Number(s) under Health Plan Contracts when completing my new web portal account?

- No. OrthoNet's Web Support Team will link all providers that appear under the Tax Identification Number, at the Health Plan level and provider data supplied to OrthoNet. Provider ID is not required but providing it can speed up the approval process.