

One Healthcare ID Frequently Asked Questions

What is One Healthcare ID?

One Healthcare ID is an identity application that allows you to login to multiple supported applications with a single sign-in ID.

How is this different from Optum ID?

The difference is only in the name. How it works and your sign-in credentials remain the same.

How will this affect my account(s)?

This will not affect your account in any way. The only change is the login application name. You can still login with your existing Optum ID credentials.

Will I be able to use my Optum ID credentials to sign into One Healthcare ID?

Yes, all your sign-in information remains the same. The only difference is the name of the login application.

Do I need to register if I already have an Optum ID?

No, you can still log in with your existing Optum ID information. The only difference you will notice is the branding of the login application.

Why the name change?

We changed our name to One Healthcare ID to better align with our customers' needs around neutral branding (no Optum, UHC or UHG), and broaden the use of our authentication services. We are also sunsetting the Optum ID product and platform.

What does this mean to you?

The re-naming to One Healthcare ID is purely a name change. The ID and password you currently use to access Optum ID will remain the same when you log into One Healthcare ID. Your credentials and how you use Optum ID will be exactly the same on One Healthcare ID.

Why the move to the cloud?

- ✓ Enhanced stability and scalability
- ✓ Increased security capabilities
- ✓ Enables future upgradability and functionality
- ✓ Integrated authentication and authorization