

Optum - Verify Benefits

Optum manages mental health benefits for all United Health Care companies including OPTUM EAP

15 Steps [View most recent version on Tango.us](#) 

Created by	Creation Date	Last Updated
Progress Counseling Group	August 11, 2023	October 21, 2023

P Go to Provider Express

1 Step 

<https://providersexpress.com>

STEP 1

Click on log in

Welcome to Provider Express

This is the provider website designed for behavioral health providers for Optum and please select an icon below to go to the Regional site where you are located. It is recommended you bookmark/save your Regional page in your browser.

United States provider transactions [log in](#)



I Please wait...

3 Steps 

STEP 2

Enter USERNAME

STEP 3

Enter PASSWORD



Sign In

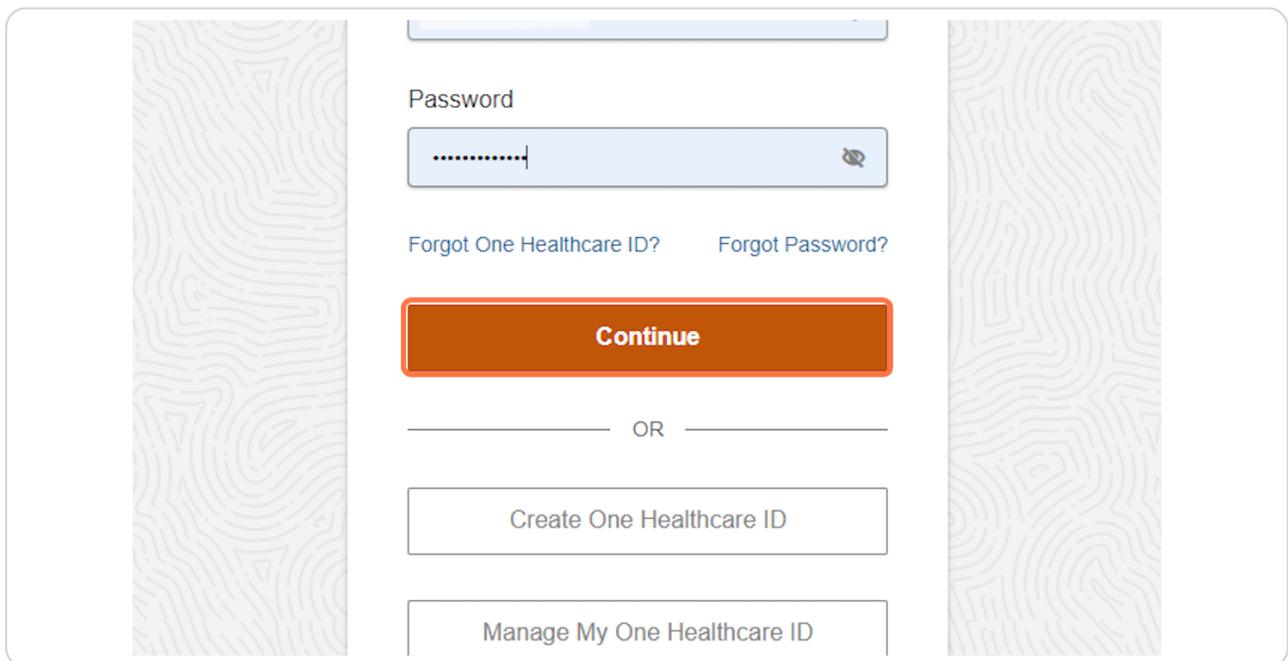
One Healthcare ID or Email address

Password

STEP 4

Click on Continue



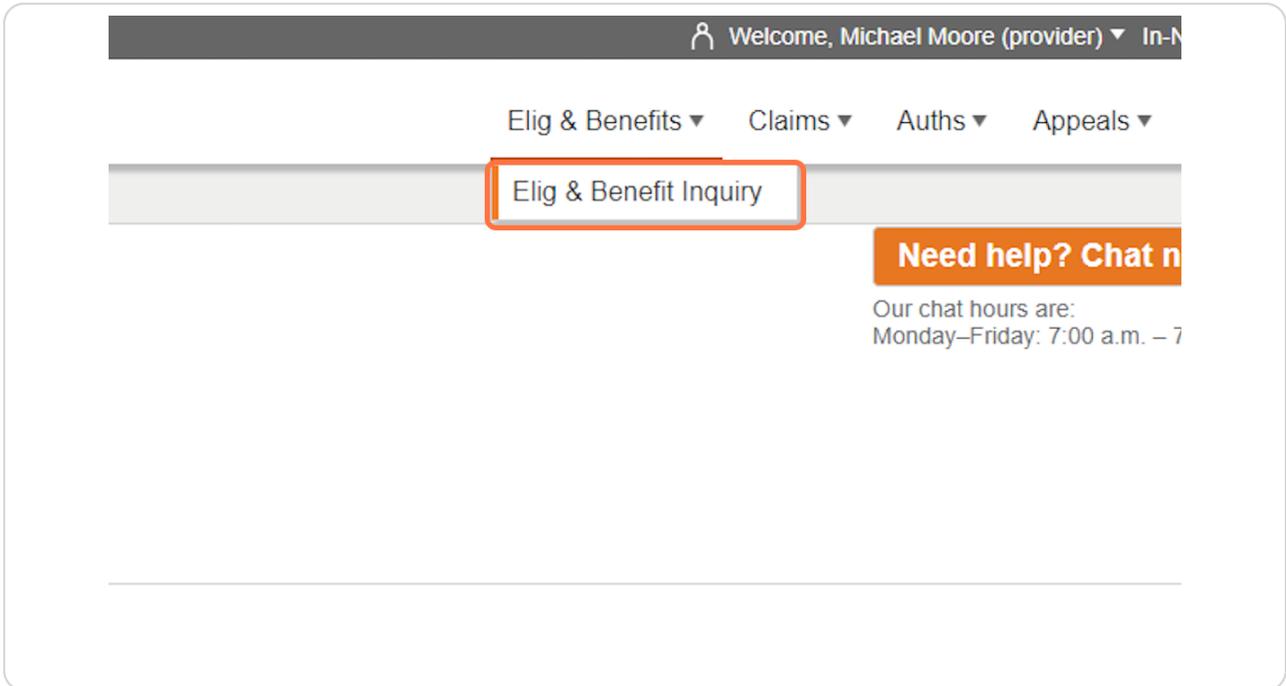
One Healthcare ID or Email address

Password

STEP 5

Click on Elig & Benefit Inquiry



STEP 6

Click on Member ID Search

Welcome to Provider Express!

Find Member Eligibility & Benefits

My Patients **Member ID Search** Name / DOB Search

Patient(s) *
Please select one or more patients.
50 records

STEP 7

Enter Member ID

Find member Eligibility & Benefits

My Patients **Member ID Search** Name / DOB Search

* Required

Member ID *

First Name *

Date of Birth 
mm/dd/yyyy

Date to Check Eligibility * 
08/11/2023
mm/dd/yyyy

STEP 8

Enter Client First Name

Member ID Search | Name / DOB Search

ed

D*

First Name*

Group Number

irth 

Date to Check Eligibility* 
mm/dd/yyyy

STEP 9

Click on Search

Date of Birth 
mm/dd/yyyy

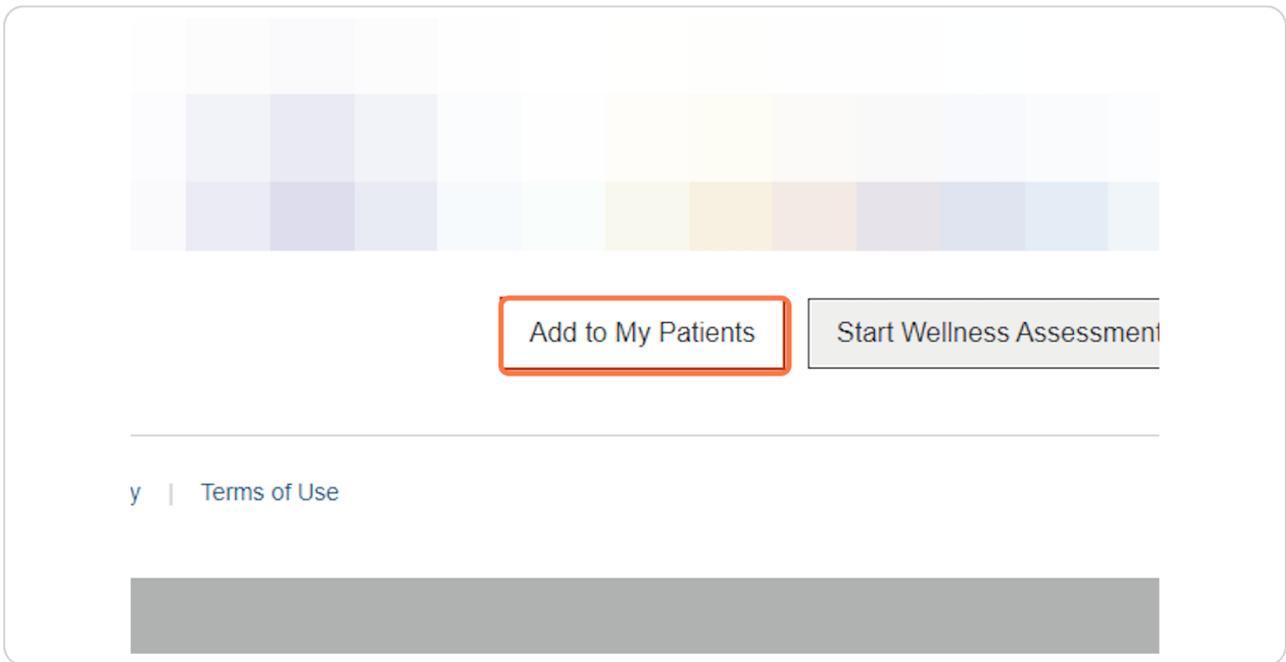
Date to Check Eligibility 
mm/dd/yyyy

Search

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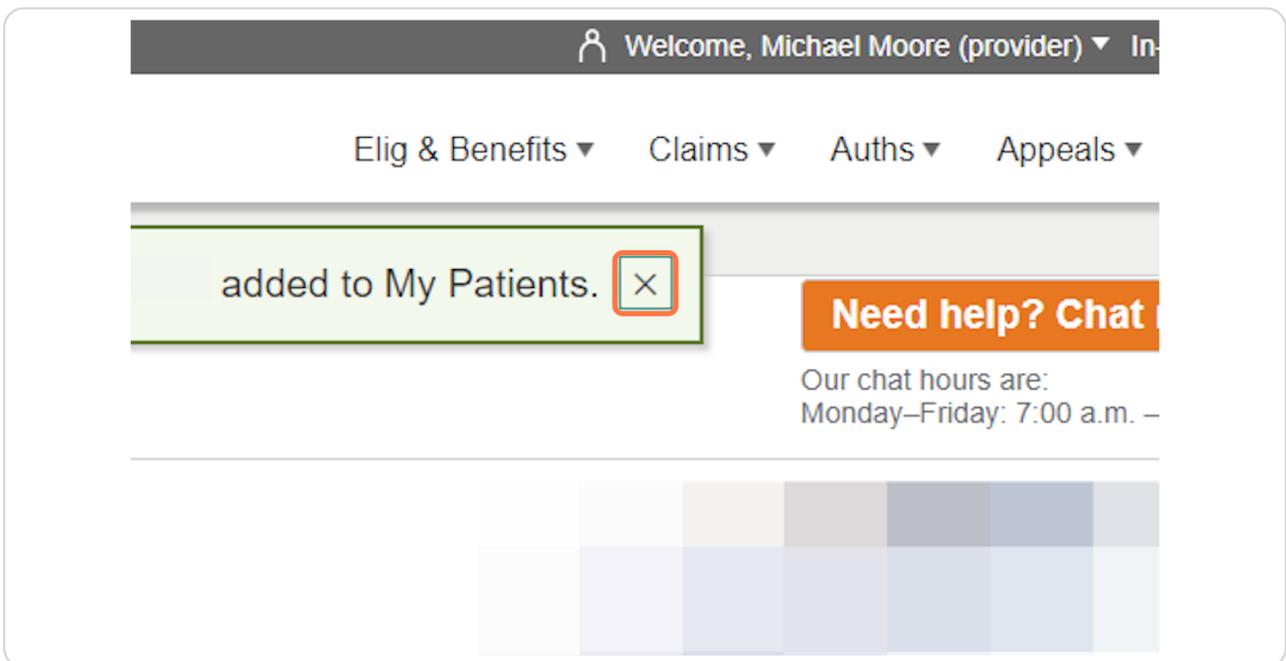
STEP 10

Click on Add to My Patients



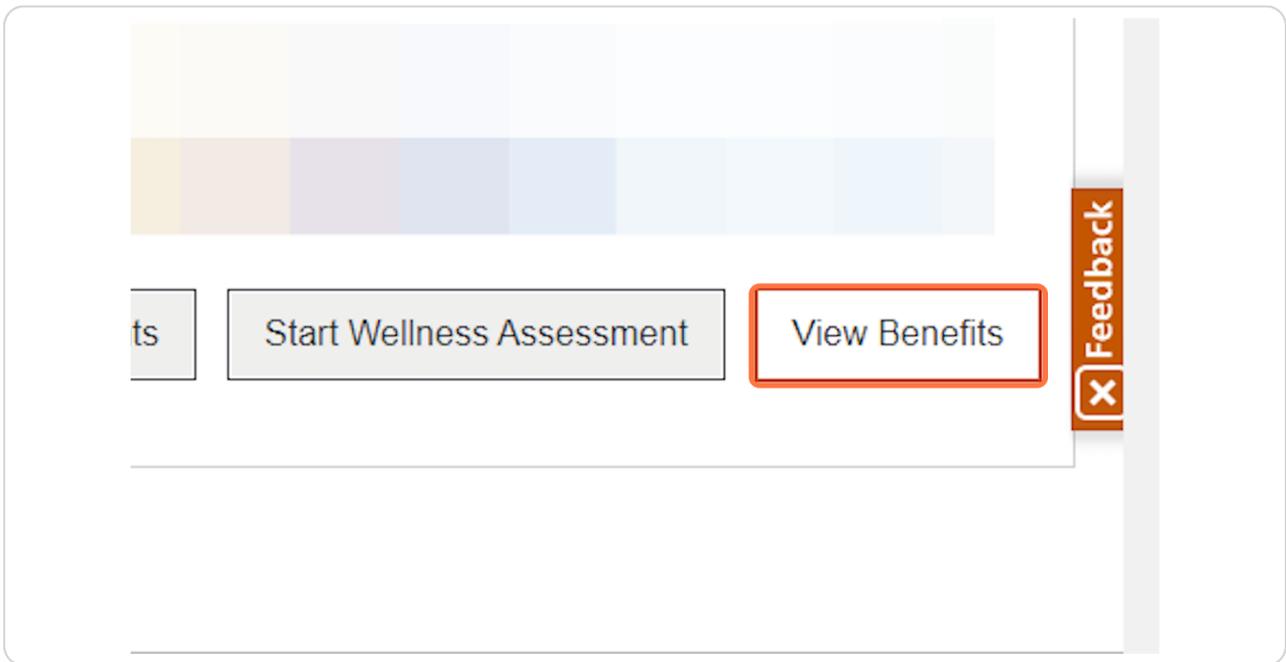
STEP 11

Click on Close



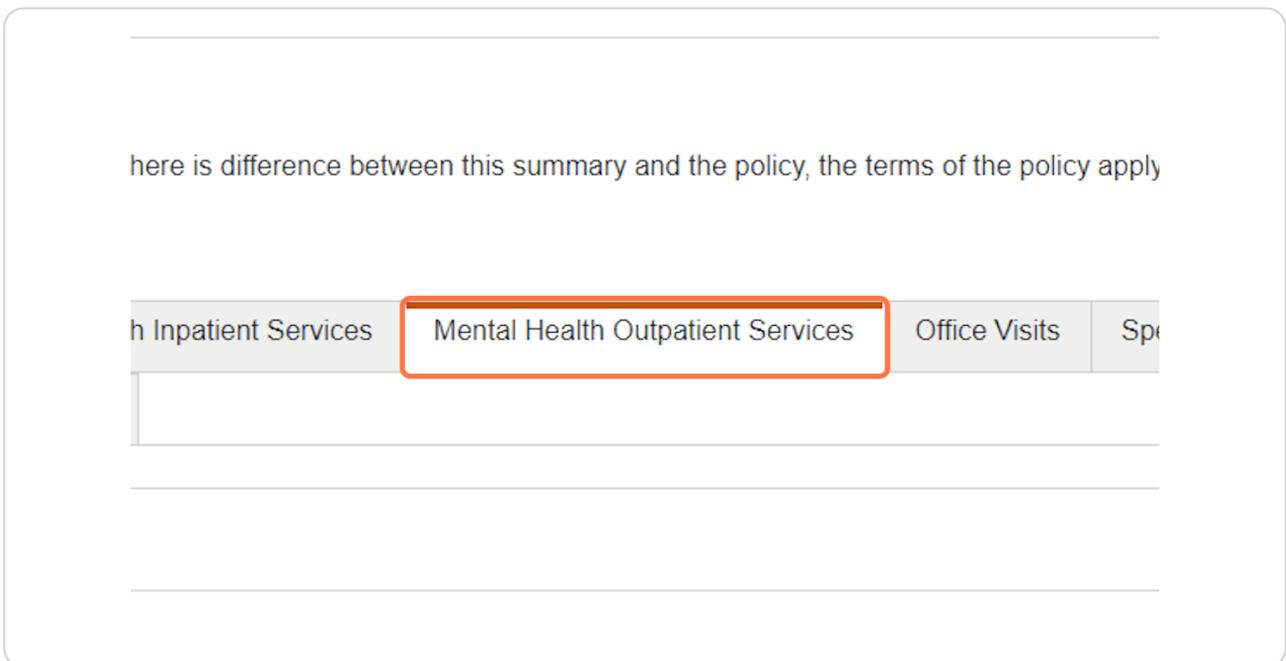
STEP 12

Click on View Benefits



STEP 13

Click on Mental Health Outpatient Services



STEP 14

Review In Network Benefits Description

Information Capture:
Copoly/Coinsurance Amount or %
Annual Deductible

Intensive Outpatient Treatment - a structured outpatient treatment program.

- For Mental Health Care Services, the program may be freestanding or Hospital-based and provides services for at least 3 hours per day, 2 or more days per week.
- For Substance-Related and Addictive Disorders Services, the program provides 9 to 19 hours per week of structured programming for adults and 6 to 19 hours for adolescents, consisting primarily of counseling and education about addiction related and mental health problems.

Want more information?
See the [glossary for definitions](#).

Network :

NETWORK:
Inpatient Services
CO-INSURANCE: 50%.

Plan Deductible
Individual: \$4,250 per year.
Family: \$8,500 per year.

See the **Out-of-Pocket Limit** category.

Prior Authorization
Provider's Responsibility

Outpatient Services
CO-INSURANCE: 50%.

Plan Deductible
Individual: \$4,250 per year.
Family: \$8,500 per year.

See the **Out-of-Pocket Limit** category.

Partial Hospitalization/Intensive Outpatient Treatment.
CO-INSURANCE: 50%.

Plan Deductible
Individual: \$4,250 per year.
Family: \$8,500 per year.

See the **Out-of-Pocket Limit** category.

Prior Authorization
Provider's Responsibility

See the [Provider's Responsibility Link](#) below for a listing of Outpatient services requiring prior authorization.

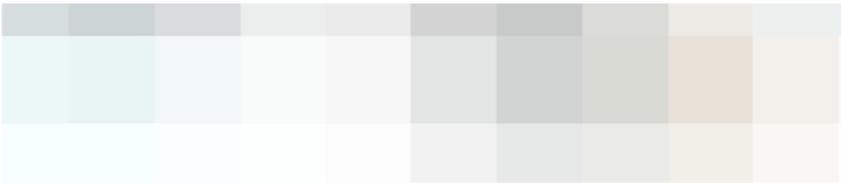
[Provider's Responsibility Link](#)

OUT-OF-NETWORK
Out-of-Network benefits are not covered.

[Feedback](#)

STEP 15

Click on Search Again



[Search Again](#) Return to Eligibility Results

Plan Deductibles and Maximums

In Network Out of Network

Tango

Never miss a step again. Visit [Tango.us](https://tango.us)