**OPTUM**®

# Registering on Provider Express as an Out-of-Network Provider
# Frequently Asked Questions

1) **Do I have to be in the Optum Network in order to register on Provider Express?**
   No. While being credentialed in the Optum network does offer significant advantages for Providers, many of the same secure transactions within Provider Express are available to providers who register for an Optum ID but are not in our network. For example, you can look up the eligibility status of members as well as research claim status.

2) **Can facilities or group practices register on Provider Express without being in-network?**
   At this time, only non-network solo clinicians are able to register on Provider Express and take advantage of the many convenient functions our premier provider portal offers.

3) **What secure transactions are available to non-network providers registering on Provider Express?**
   The following online transactions within the secure transaction section of Provider Express are available to non-network providers:
   - Member eligibility status
   - Claim entry
   - Claim inquiry
   - Record of submitted claims
   - Record of submitted claim adjustments
   - Authorization inquiry
   - Authorization request
   - Electronic Payments & Statements

4) **What secure transactions are not available to non-network providers registering on Provider Express?**
   The following online transactions within the secure transaction section of Provider Express are unavailable to non-network providers:
   - Member benefit look up
   - Access to practice/demographic information
   - Provider Reports
   - Message Center

5) **Am I required to join the Optum network at some point in time?**
   No. While being credentialed in the Optum network does offer significant advantages for Providers, many of the same secure transactions within Provider Express are available to providers who register for an Optum ID but are not in our network. For example, you can look up the eligibility status of members as well as research claim status.

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