Optima Health

Provider Connection
Password Management Guide

Important to remember

a. All Users accessing Provider Connection must complete a two-step login for added security.
b. Users must set up 7 security questions to activate self-service password reset capabilities.
c. Allow 24 hours after Provider Connection password reset for our systems to synchronize.
d. Login a minimum of once over 90 days to keep your provider portal profile active. If your account expires you may request assistance at Providerconnectionsupport@sentara.com.

Getting Started

Step 1 – Set up your Unique Password

- A temporary password will be sent to you via email from Providerconnectionsupport@sentara.com.
- Start at the Provider Connection main screen located at www.optimahealth.com/providers.
- Follow prompts to change your temporarily issued password to one of your choice.
- Temporary passwords expire in 48 hours.

Step 2 - Register for Two-Step Login with Duo Security

- After your initial log in you will be prompted to set up with DUO.
- Select the type of device you would like to use as a second method to verify your identity (cell phone, tablet, landline).
- Follow the instructional link for your device.
- Additional instructions can be found here: https://apps.optimahealth.com/providers/login/2FA/DeviceMgmtForm.aspx

Step 3 - Set up your secret question and answer reset options

- Once signed into Provider Connection you will set up your secret security questions in ServiceNow. Click here https://sentara.service-now.com/$pwd_enrollment_form_container.do
- Select "Update Secret Question and Answer" (in the left navigation bar)
- Select and answer the seven (7) Security Questions. Doing so will enable you to reset your password and regain access. Note: You must wait 24 hours to allow our systems to synchronize.

If you have questions or require assistance call Provider Customer Service

Medical Provider Customer Service
1-800-229-8822
Monday – Friday
8 a.m. – 5 p.m.

Behavioral Health Provider Customer Service
1-800-648-8420
Monday – Friday
8 a.m. – 7 p.m.

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Provider Connection
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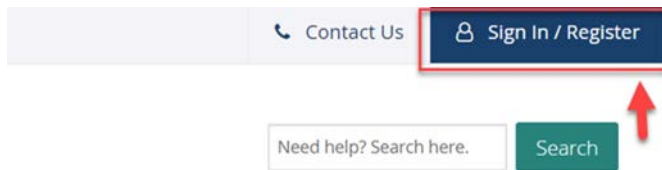
Important Links

Provider Connection Registration form: https://sentara-223793.workflowcloud.com/
forms/63e709f8-8c8f-4719-a301-eb7d5b0d4da5

Password Reset Enrollment form: https://sentara.service-now.com/$pwd_enrollment_form_container.do

How to Change a Temporary Password

1. **Log onto https://www.optimahealth.com/providers/**

2. **Click on Sign In/Register**

3. **Enter username and temporary password**
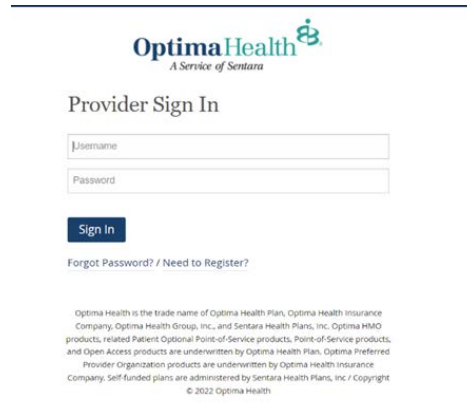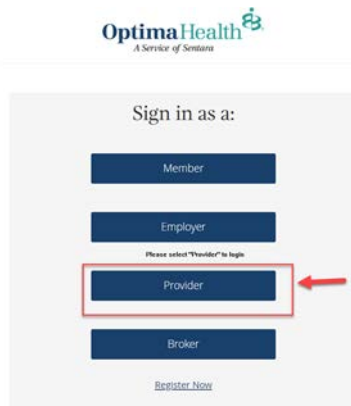
4. **Click on Sign In**

5. After clicking on Sign In, the window below will populate
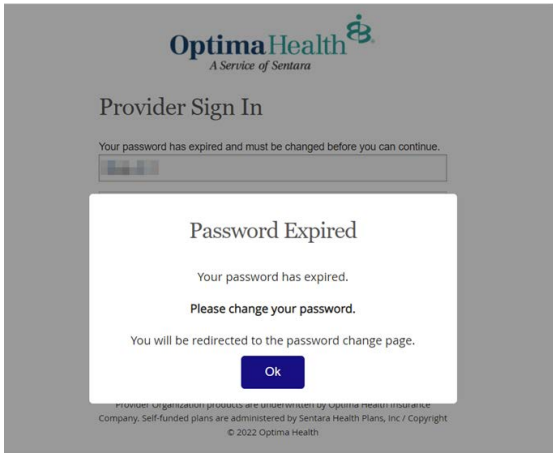
6. Click OK

7. Enter username and check the "I'm not a robot" box, then click Submit

8. Enter username and emailed temporary password

9. Create a new password, and click Change Password

10. Box will populate after clicking on Change Password

11. Sign back in and use newly created temporary password