

Provider Connection Password Management Guide

Important to remember

- All Users accessing Provider Connection must complete a two-step login for added security.
- Users must set up 7 security questions to activate self-service password reset capabilities.
- Allow 24 hours after Provider Connection password reset for our systems to synchronize.
- 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](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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Important Links

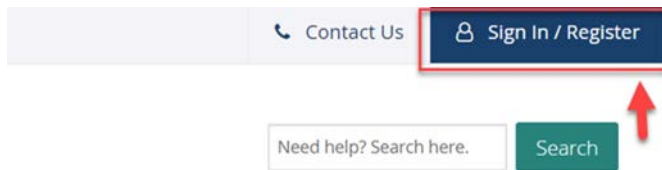
Provider Connection Registration form: <https://sentara-223793.workflowcloud.com/forms/63e709f8-8c8f-4719-a301-eb7d5b0d4da5>

Password Reset Enrollment form: [https://sentara.service-now.com/\\$pwd_enrollment_form_container.do](https://sentara.service-now.com/$pwd_enrollment_form_container.do)

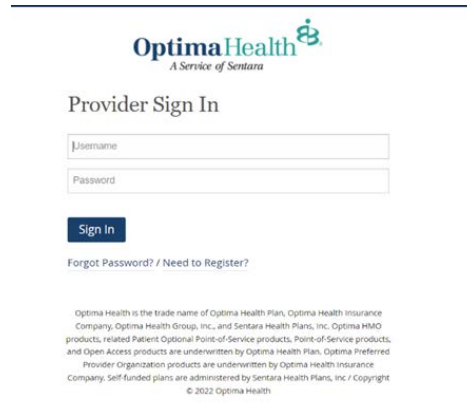
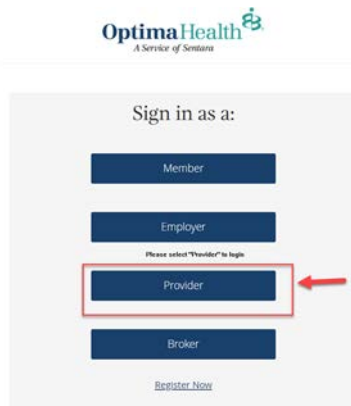
How to Change a Temporary Password

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



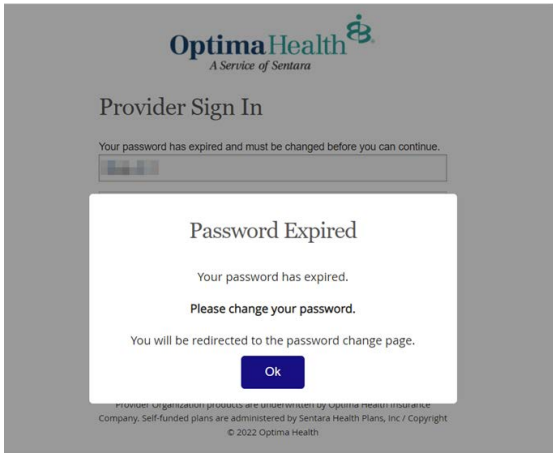
[Forgot Password? / Need to Register?](#)

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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



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9. Create a new password, and click Change Password

The screenshot shows the 'Change Password' page for OptimaHealth. At the top is the OptimaHealth logo with the tagline 'A Service of Sentara'. Below the logo is the title 'Change Password'. The form includes a 'Username' field with a placeholder 'Enter Optima assigned user login ID'. The 'Current Password' field contains the text 'Enter emailed temporary password' and has a note 'Your password is case sensitive'. The 'New Password' field contains the text 'Enter NEW Password'. To the right of this field is a list of password requirements: 'Password must have: 8 or more characters and 3 of the 4 criteria: One Upper Case Letter, One Lower Case Letter, One Number, One Special Character'. Below the requirements is a note: '* Please note: passwords are case sensitive, may not be reused for at least 6 password change rotations, must change every 180 days, and can only be reset once within a 24 hour period.' The 'Confirm Password' field contains the text 'Re-enter New Password'. At the bottom of the form is a blue 'Change Password' button.

10. Box will populate after clicking on Change Password

The screenshot shows the 'Change Password' page after a successful password change. At the top is the OptimaHealth logo with the tagline 'A Service of Sentara'. Below the logo is the title 'Change Password'. The main message is 'Your password has been changed.' Below this is the instruction 'Please log in with your new password. After logging in, you will be: the page you first requested.' At the bottom of the message is a red-bordered box containing the text 'Return to Optima Health login page.' with a red arrow pointing to the left.

11. Sign back in and use newly created temporary password

The screenshot shows the 'Provider Sign In' page for OptimaHealth. At the top is the OptimaHealth logo with the tagline 'A Service of Sentara'. Below the logo is the title 'Provider Sign In'. The form includes a 'Username' field with the placeholder 'Enter Optima assigned user login ID' and a 'Password' field with the placeholder 'Enter your NEWLY created password'. Below the fields is a blue 'Sign In' button. At the bottom of the page is a link: 'Forgot Password? / Need to Register?'.